Emergency Response Team (ERT) - Data Sheet

At Radware, we know how complex it can be to effectively manage the security of your operations. Even with the best protection devices, a knowledgeable staff, and the addition of internal policies – denial-of-service (DoS) attacks or malware outbreaks are still a major challenge to your business and can create unwanted emergency situations. In recognition of this challenge, Radware is introducing a new and unique service to help its customers respond to these emergencies, neutralize the security risk, and better safeguard their operations before irreparable damages occur.

Emergency Response Team (ERT) Service

Radware's new Emergency Response Team (ERT) service is designed to provide 24x7 security services for customers facing a denial-of-service (DoS) attack or a malware outbreak. Often, these attacks require immediate assistance. The ERT will provide instantaneous, expert security assistance in order to restore network and service operational status. The ERT is staffed by experts that have vast knowledge and experience with network threats, their detection and mitigation, and in-depth experience of the DefensePro family of products. In addition, the ERT takes learning from each customer engagement and simulates the same scenario internally for further analysis and proactive implementation of defense techniques for other customers that may face a similar security threat.

How Does it Work?

The ERT, upon invocation by the customer, will contact the correct security representative to gain direct control of the DefensePro device(s) in their infrastructure. An analysis of the emergency situation is then conducted to assess and identify the nature of the attack. Appropriate mitigation measures are then applied such as but not limited to: enabling required features, tuning existing features, or adding custom signatures.

The ERT also takes advantage of Radware's Security Operations Center (SOC) and Security Update Service (SUS) to provide customers with the most advanced emergency security response. The SOC is an industry-regarded research entity that has been the first to identify vulnerabilities and provide protections for: Mozilla's Firefox 3 Browser, Apple's iPhone Safari browser, Gangsta.exe Trojan, YATE for SIP, Oracle E-Business Suite, and many more. It monitors and stays on top of the latest threats and attacks while providing essential advisories. In addition, Radware's SUS actively provides custom signatures, emergency signatures, and weekly updates of new signatures to its customers on a subscriber basis. Both services are delivered via Radware's Security Zone, which also offers training videos and case studies to provide critical guidance on how to handle today's evolving and emerging security challenges.

By combing all these capabilities into one package, the ERT has the most comprehensive set of capabilities to respond to emergent customer needs and provide the best resolution possible.

Radware Difference

Unlike other vendor offerings, the ERT is the first of its kind to come to market. Other marketed "emergency response" services only offer the customer the ability to go directly to a self-service knowledge portal for information gathering and potential resolution. There is no immediate, proactive, "hands-on" participation by security and product experts to mitigate the active threat or attack. Other market services only offer pre-installation or infrastructure design professional services. These are delivered already through Radware's extensive partner network or in special cases by its security engineering or technical support teams. This is truly a "plug-in" emergency service with dedicated specialists that can respond in real-time to protect your organization.

Availability

In recognition of the need of our customers facing a multitude of threats and attacks in today's sophisticated security landscape, Radware will offer this service in a complimentary fashion to customers that are already covered by Radware's Certainty Support program until the end of 2010. ERT response levels are associated with specific levels of support:

Threat type	Support level required
DoS attack (floods)	3-5
Malware outbreak	3-5

For More Information

For more information regarding the entire spectrum of security service offerings including Radware's security research, update, and services, please visit: www.radware.com/securityzone/default.aspx.

About Radware

Radware (NASDAQ: RDWR), is a global leader of application delivery and application security solutions for virtual and cloud data centers. Its award-winning solutions portfolio delivers full resilience for business-critical applications, maximum IT efficiency, and complete business agility. Radware's solutions empower more than 10,000 enterprise and carrier customers worldwide to adapt to market challenges quickly, maintain business continuity and achieve maximum productivity while keeping costs down. For more information, please visit www.radware.com.

Radware encourages you to join our community and follow us on LinkedIn, Radware Blog, Twitter, YouTube and the Radware Connect app for iPhone® .

Certainty Support

Radware offers technical support for all of its products through the Certainty Support Program. Each level of the Certainty Support Program consists of four elements: phone support, software updates, hardware maintenance, and on-site support. Radware also has dedicated engineering staff that can assist customers on a professional services basis for advanced project deployments.

Learn More

To learn more about how Radware's integrated application delivery & security solutions can enable you to get the most of your business and IT investments, email us at info@radware.com or go to www.radware.com.