

We know how challenging it can be to effectively manage the security of business operations. Even with the best protection devices, a knowledgeable staff, and internal policies – denial-of-service (DoS) attacks or malware outbreaks are still a major challenge to businesses and can create unwanted emergency situations.

In order to overcome these challenges, Radware offers an emergency response service to help respond to these emergencies, neutralize the security risk, and better safeguard operations before irreparable damages occur.

### **About Our Emergency Response Team**

Radware's Emergency Response Team (ERT) is a group of security experts that provide 24x7 security services for customers facing a denial-of-service (DoS) attack or 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, detection and mitigation, and in-depth experience of Radware's family of products. In addition, the ERT learns 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.



### **Cloud Emergency Quick Start Service**

This is a fixed-fee service offered to organizations that have not purchased Radware's security solutions but are experiencing a cyber-attack on the network. This service provides organizations that are actively under attack the most efficient service and support to help resolve the situation.

The service is based on Radware's attack mitigation solution and offers an integrated on-premise attack mitigation device and cloud scrubbing service. It includes an emergency kit, with Radware's attack mitigation device, which gets delivered to the customer and installed by Radware in the customer's environment. In addition, Radware's ERT provides immediate attack mitigation support with the on-premise device (once it's installed and configured) and cloud scrubbing protection.

### **How Does the Service Work?**

Once an agreement is signed, the following steps will take place:

- 1. Emergency kit shipment** - A single Radware emergency kit includes Radware's attack mitigation device – DefensePro – and the necessary bypass units to support it. The device and equipment is leased to customers and Radware provides 24-hour emergency shipment for organizations under attack. Emergency kits are prepared in advance, and held by the distributors at each country.
- 2. Scrubbing center support setup** – In parallel to the emergency kit shipment, Radware security experts will work with the customer to setup the cloud scrubbing service.
- 3. Device installation and configuration** – Device installation will be done by Radware on-site and configured by Radware's experts.

4. **ERT activation** – The Emergency Response Team reaches out to organizations to activate the response process. They will need access to all relevant information regarding the attack or threat nature including capture files, logs from firewall and web servers, traffic utilization snapshots and any other piece of information that can assist ERT in determining the nature of the attack even before and during the equipment installation.
5. **Follow up and equipment return** – Equipment is typically leased for a week. In the event that the customer decides to purchase the solution, Radware will provide a credit for the emergency response payment.

Radware's Cloud Emergency Quick Start Service can help organizations during the most critical times to recover from cyber-attacks while minimizing impact on service level availability. To find out more information about Radware's Emergency Response Team, please visit <http://www.radware.com/Products/ERT/>.

## About Radware

**Radware®** (NASDAQ: RDWR), is a global leader of **application delivery** and **cyber security** solutions for virtual, cloud and software defined data centers. Its award-winning solutions portfolio delivers service level assurance for business-critical applications, while maximizing IT efficiency. 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](http://www.radware.com).

Radware encourages you to join our community and follow us on: [Facebook](#), [Google+](#), [LinkedIn](#), [Radware Blog](#), [SlideShare](#), [Twitter](#), [YouTube](#), [Radware Connect](#) app for iPhone® and our security center [DDoSWarriors.com](#) that provides a comprehensive analysis on DDoS attack tools, trends and threats.

## 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](mailto:info@radware.com) or go to [www.radware.com](http://www.radware.com).

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