

PerimeterX Tiered Proactive Services and Support

Expert help to keep your business safe in the digital world

The cybersecurity skills shortage should not stop your business from achieving and maintaining a strong security posture. PerimeterX provides an array of specialized Services and Support offerings designed to reduce the risk of data breaches and keep your customers and brand protected.

Manage Unpredictable Spikes With Proactive Monitoring Services

Mitigate risks of future threats with proactive 24/7/365 monitoring. The Security Operations Center (SOC) at PerimeterX helps your organization stay on top of the latest trends and attacks. Proactive monitoring services help reduce frustrations from the unpredictable nature of sophisticated attacks. Meet your SLAs with global security support and flexible tier options from PerimeterX.

Improve Your Security Posture With Always-available Industry Experts

The SOC at PerimeterX is staffed with cybersecurity experts who have years of experience in the security industry. They provide non-stop monitoring of security threats across the globe so you can save on costly 24/7/365 self-monitoring services. Support tiers include access to highly-skilled Cyber Security Analysts (CSAs) who are dedicated specifically to your account.

Reduce Operational Complexity With Tiers That Fit Your Needs

Reduce complexity with a customizable and flexible solution to fit your organization's needs, budget and SLAs. The options include quarterly business reviews (QBRs), operational reviews, tailored reports and even an executive sponsorship opportunity. Multiple communication channels ensure you are kept up-to-date on the status of your protected properties.



PerimeterX is one of the most responsive vendors I've worked with. They provide 24/7/365 support via Slack.



Top 30 Online Retailer



PerimeterX Security Support Tiers

PerimeterX offers two priority support tiers — Gold and Platinum — and an optional Technical Account Manager (TAM) resource to help you maximize the benefits of your PerimeterX solutions. The Platinum tier provides access to highly-skilled CSAs, named resources to help with your onboarding and day-to-day operations, as well as regular business and operational reviews to ensure your success. The Gold tier is the mandatory minimum level of support that must be purchased with any of the PerimeterX product subscriptions. Both Gold and Platinum tiers enjoy access to 24/7/365 SOC experts who do proactive monitoring and provide a fast path to mitigation for current and future threats. The optional TAM service includes a highly experienced resource that serves as an extension of your team to deliver the most advanced protection and ensure your SLAs are met.

Gold and Platinum Tiers

Support Features	Gold	Platinum
Coverage	24/7/365	24/7/365
Severity 1 Initial Responder	SOC	CSA
Severity 2-4 Initial Responder	SOC	SOC
Communication Channels	Email, Phone, Slack	Email, Phone, Slack

Success Features	Gold	Platinum
EBR/QBR	<input type="radio"/>	<input checked="" type="radio"/>
Custom Reports	<input type="radio"/>	<input checked="" type="radio"/>
Operational Reviews	<input type="radio"/>	<input checked="" type="radio"/>
Named Onboarding Solution Architect	<input type="radio"/>	<input checked="" type="radio"/>
Named Security Analyst	<input type="radio"/>	<input checked="" type="radio"/>
Designated Customer Success Engineer (CSE)	<input type="radio"/>	<input checked="" type="radio"/>
Customer Advisory Board Consideration	<input type="radio"/>	<input checked="" type="radio"/>
Executive Sponsor	<input type="radio"/>	<input checked="" type="radio"/>

Feature Descriptions

- **Coverage** - Hours during which PerimeterX will accept a service request.
- **Initial Responder** - The tier that provides the first response — e.g., Gold includes SOC for all requests; Platinum offers CSA access for Severity 1 requests.
- **Communication Channels** - Communication options available.
- **EBR/QBR** - Executive Business Reviews (EBR) and Quarterly Business Reviews (QBR) are available as part of the selected program. In these meetings you will get a review of past performance and detailed analytics. The meetings are organized and moderated by your CSE/TAM.
- **Custom Reports** - Available on-demand via the CSE/TAM, custom premium reports can help provide more analysis to your business in specific areas of interest — for example, comparison of your brand's traffic and security status to your industry peers.
- **Operational Reviews** - You can request a review of your system health and your ability to meet the next threat. This is managed by your CSE/TAM and executed by a CSA.
- **Named Onboarding Solution Architect** - A designated solution architect is assigned to help you with your onboarding. The solution architect is a highly skilled and experienced resource to ensure the PerimeterX solution is tailored to your needs.
- **Named Security Analyst** - A named security analyst means that you can ask to work with the same person when you have a question or a project to execute. Over time, this person will become a go-to security advisor for you.
- **Designated Customer Success Engineer (CSE)** - Your designated CSE is the extension of your business and technical team. The CSE will be your main point of contact from PerimeterX for technical needs. The CSE is empowered to utilize multiple PerimeterX resources — including engineers, product managers and analysts — to ensure your needs are met.
- **Customer Advisory Board** - Platinum Tier customers are considered for participation in the PerimeterX Customer Advisory Board (CAB), a forum to share your insight and perspective on market trends with your peers and PerimeterX leaders. CAB members also get the ability to preview and provide input on PerimeterX business plans and product roadmaps.
- **Executive Sponsor** - A PerimeterX executive to whom you have direct access and who acts as an advocate for you and your team.

Additional Fee-based Services

- **Designated Technical Account Manager (TAM)** - The designated TAM is a highly experienced resource that serves as an extension of your business and technical teams. The TAM will be your primary contact at PerimeterX for both technical and commercial needs. The TAM is an industry veteran with several years experience in security and managing large enterprise accounts. The TAM is empowered to escalate incidents and utilize multiple resources within PerimeterX to quickly resolve your issue.

PerimeterX Security Services

Having flexible options is important to your success. To meet the demands of all of our customers, PerimeterX offers customized Professional Service (PS) offerings. While PerimeterX solutions are designed to work seamlessly out-of-the-box, your company may have custom configurations or desire special features to align with your current systems. Integration and Migration Services are available to meet those needs.

Integration Services

PerimeterX products utilize client- and server-side integrations to effectively detect and manage threats. The PS team works with your technical team to come up with an integration plan for your implementation. This integration plan considers your existing web server technologies so the PS team can propose the best integration point for the PerimeterX Enforcer.

PerimeterX Integration Services also support customizations including, but not limited to, CAPTCHA page customizations, analytics platform integrations, log delivery configurations and other specific customizations that rely on PerimeterX data to derive insights. Custom requirements and effort estimates are provided after thorough discovery sessions with you and your team.

Migration Services

Migration Services are available for customers wanting to transition to a new web technology stack. These services include consulting with your technical staff about the best way to migrate both your PerimeterX Enforcer integrations as well as your entire web and mobile application stack. Implementation of a migration varies based on your business needs.

Launch Day Services

Launch Day Services are specialized managed services for PerimeterX Bot Defender that offload your team from having to manage sophisticated bot attacks during limited release product sales or high visibility launches. Rather than bots buying your inventory for subsequent resale — at highly inflated prices — on a secondary site, these services ensure the successful launch of your limited edition products to real customers and deserving fans. Dedicated CSAs and researchers apply learnings from across the PerimeterX customer base with specific attention given to your individual needs leading up to and including the day of launch. The research team closely monitors social channels and the deep web, and CSAs operate as an extension of your team to collaborate and prepare for the launch, have eyes on the screen during the launch, review results afterward and apply the learnings to future launches. Launch Day protection can be right-sized based on the annual volume of your limited edition sales events.

About PerimeterX

PerimeterX is the leading provider of application security solutions that keep your business safe in the digital world. Delivered as a service, the company's Bot Defender, Code Defender, and Page Defender solutions detect risks to your web applications and proactively manage them, freeing you to focus on growth and innovation. The world's largest and most reputable websites and mobile applications count on PerimeterX to safeguard their consumers' digital experience. PerimeterX is headquartered in San Mateo, California and at www.perimeterx.com.



Your customer support is amazing. Your team is hands on and always super responsive in helping us answer any questions or troubleshoot issues. You guys went above and beyond what was expected.



Head of Information Security,
Leading apparel brand