

# Smart NetProtect Emergency Response Team Service

## Always On Experts for Your Toughest Moments



PS-NetProtect - Emergency Response Team Service

## Emergency Response Team Service Overview

Allot's Smart NetProtect Emergency Response Team Service gives you instant access to seasoned security experts - ready 24/7 to step in the moment your network comes under attack. Activated on demand, our team manages the event from start to finish, and ensures every threat is contained quickly and effectively. Once the incident is resolved, we will fine-tune your Smart NetProtect configuration to strengthen your defenses going forward.

Backed by Allot's global Professional Services team and battle-tested best practices from Tier-1 Service Providers, you minimize downtime costs and the negative impact on your business and reputation.

### Why is it important?

DDoS attacks are escalating rapidly (e.g., hyper-volumetric DDoS attacks often exceed 1 Tbps) and continue to grow as organizations accelerate their digital transformation. DDoS and Botnet attacks can have serious consequences, such as shutting down your services or serving as a conduit for unauthorized access to critical data.

The major concern behind these attacks is how unpredictable and fast-moving these threats are - and how devastating even a few minutes of downtime can be. That's exactly why the Emergency Response Team Service exists: to give you immediate access to human experts who step in the moment an attack hits.

Our specialists take charge end-to-end - analyzing the attack in real time, guiding response actions, and ensuring mitigation is fast and effective. Once the attack is over, they also apply any required configuration updates to keep Smart NetProtect tuned for the next wave of threats.

### For whom is this service relevant?

The affordably-priced service is highly recommended, especially for those Service Providers faced with these common scenarios:

- Your network is dynamic with ongoing changes (e.g., technology upgrade, cloud adoption, adding more online services)
- Your IT team lacks domain expertise in the area of DDoS attacks, to get the maximum out of your Smart NetProtect.
- You experienced some new and harmful DDoS attacks.
- You believe that the ad-hoc Emergency Response Service for your Smart NetProtect solution can improve the protection of your network and business against DDoS attacks.



## What's in it for you?

### Safeguard your business resilience and reputation

Get immediate, expert-led intervention the moment an attack begins. Our Emergency Response Team steps in 24/7 to contain threats fast, stabilize your services, and keep your business running-protecting both your reputation and your bottom line.

### Stronger protection after every attack

When the attack is over, we issue recommendations to fine-tune your Smart NetProtect and best practice tweaks-so your defenses stay sharp for the next wave.

### Less risk, less downtime

Backed by Allot's Professional Services and Tier 1 telco proven practices, you gain continuously optimized DDoS protection and materially reduce the risk of costly outages.

## Managed service details

- **Time Duration:** 24x7, on ad-hoc basis
- **Place:** On call/ ad-hoc basis
- **Prerequisites:** Deployed and working Smart NetProtect on the customer's site
- **The service includes includes:**
  - Ad-hoc attack monitoring and analysis
  - Examine system logs and reports
  - Mitigation of ongoing attacks
  - Attacks statistics and analysis reports
  - Configuration changes recommendations