



# Why you need F5 Silverline Managed Services

# A Business Case for Managed Web Application Security

Managing security in the modern world amounts to making choices between accepting the risk of not implementing strong security controls vs. the cost of 'doing the right thing'.

If the Verizon Data Breach Report and other reputable sources provide undeniable evidence that web applications are the top attack targets causing massive data breaches and security incidents that result in business and reputational losses, then this should be prioritized.

Additionally, why do companies and government agencies continue to struggle with deploying web application security? Many customers cite running web application firewall deployments that they manage themselves and run in a 'non-blocking mode'. But that is nothing more than application monitoring and monitoring is not capable of mitigating a massive botnet attack or a credential stuffing exploit.

## The Reasons Are Simple



The speed of digital transformation and cloud adoption programs is unprecedented. Business demands come in conflict with added complexities to implement and manage consistent security controls for on-premises and multi-cloud environments.



Security teams have limited budgets, expertise and their resources are stretched. With over 2 million infosec jobs vacant and not enough talent to fill them, the problem is acute and global.



IT is concerned about restrictive security policies that could generate false positives, breaking legit business applications and negatively impacting the business and revenue. That's particularly true with WAF vendors that claim to have simple configurations and boast about low false positive rates. Customers quickly realize that there is no easy button and that policies either break the application or they leave the door open for hackers to exploit.

You need a trusted and experienced partner to keep your applications and data safe, secure and compliant.

## What Makes Silverline Managed Services Your Best Choice?

With over 5 years of experience providing companies and government agencies worldwide with comprehensive network and application protection with our managed services solutions, F5 has been recognized by leading analyst firms for our solutions and customer service capabilities.

### What sets Silverline Managed Services apart:



Industry leading F5 Application Security technology (ASM/Advanced WAF) that is used by Fortune 500 companies.



The expertise of our Silverline Security Operations Center (SOC) analysts, engineers and customer success managers.

Silverline is a cloud-based, managed application services platform that spares IT and security teams from purchasing, managing and monitoring network and web application security infrastructure and services. We minimize the need to hire highly skilled resources and enable consistent and flexible protection of applications whether they are deployed on-premises or in any public cloud. Additionally, Silverline Managed Services simplifies monitoring and reporting by providing visibility and rapid response to sophisticated attacks.



## Unparalleled Level of Security Protection

Your applications are not static, and attacks are constantly evolving. Can your WAF policies stay the same? To understand the difference between Silverline Managed Services and other options, you need to look ‘under the hood’ of the WAF service.

	Self-Service Cloud WAF	F5 Silverline Managed Services
Integrated Network/Proxy DDoS Protection	Limited	✓
WAF Engine	Open Source	F5 BIG-IP Application Security Manager (ASM)
Machine learning application profiling to generate/update protection policy	✗	✓
Botnet attack mitigation including advanced custom rules and profiles	✗	✓
Granular and intelligent response options for WAF attacks	Limited	✓
Easy and secure integration with customer SIEM or Syslog services	Additional Cost	✓
Continuous WAF policy tuning	✗	✓
Integration with 3 <sup>rd</sup> party vulnerability/intrusion/penetration scanners and threats	✗	✓

## Infrastructure and Operations Management

Silverline Managed Services includes complete infrastructure and service lifecycle management by applying rigorous compliance and optimized operational practices.

	Self-Service Cloud WAF	F5 Silverline Managed Services
Continuous hardware and software upgrades	x	✓
Regression testing/patching and system updates	x	✓
Technology and service from the same security vendor	Limited	✓
Personnel training and compliance testing	Limited	✓
Custom WAF policy construction and tuning methodology	x	✓
Customized WAF/Bot extensibility with custom rule development/testing/implementation	x	✓
Regex based mod_sec vs. F5 Application Security Manager (ASM)	x	✓
Machine learning application profiling and protection policy generation	x	✓



# The Power of the Silverline Security Operations Center (SOC)

The Silverline Security Operations Center (SOC) is global and operates 24x7x365. When you need help, you are talking directly to a Silverline WAF and DDoS expert, not a helpdesk analyst or web/phone bot assistant.

	Self-Service Cloud WAF	F5 Silverline Managed Services
Data migration from external sources (scanners, pen tests, threat intelligence)	✗	✓
Continuous analysis and verification of violations and attack types	✗	✓
Raw and pre-formatted violation detail	✗	✓
Sec Ops analyst to identify and remediate false positives/bot activity/DDoS	✗	✓
Sec Ops vulnerability analysis	✗	✓
Support knowledgebase	✗	✓
Managed Sec Ops expert policy implementation and tuning	✗	✓
Managed policy library templates for rapid deployments	✗	✓
Machine learning transparent mode prior to blocking	✗	✓
Integration with customer security management and incident response	✗	✓
Complete custom deployment lifecycle with Sec Ops assistance	✗	✓
Complete deployment tracking and auditing	✗	✓
Emergency attack mitigation deployment	Limited	✓
Continuous improvement methodologies and processes	✗	✓
Detailed framework for response and remediation of violations/attack types/false positives		✓
WAF violation and false positive rate remediation	Limited	✓
Rapid deployment service option	✗	Optional
Web application vulnerability assessments and reporting	✗	Optional
Incident response test	✗	Optional

## Threat Reporting and Actionable Data

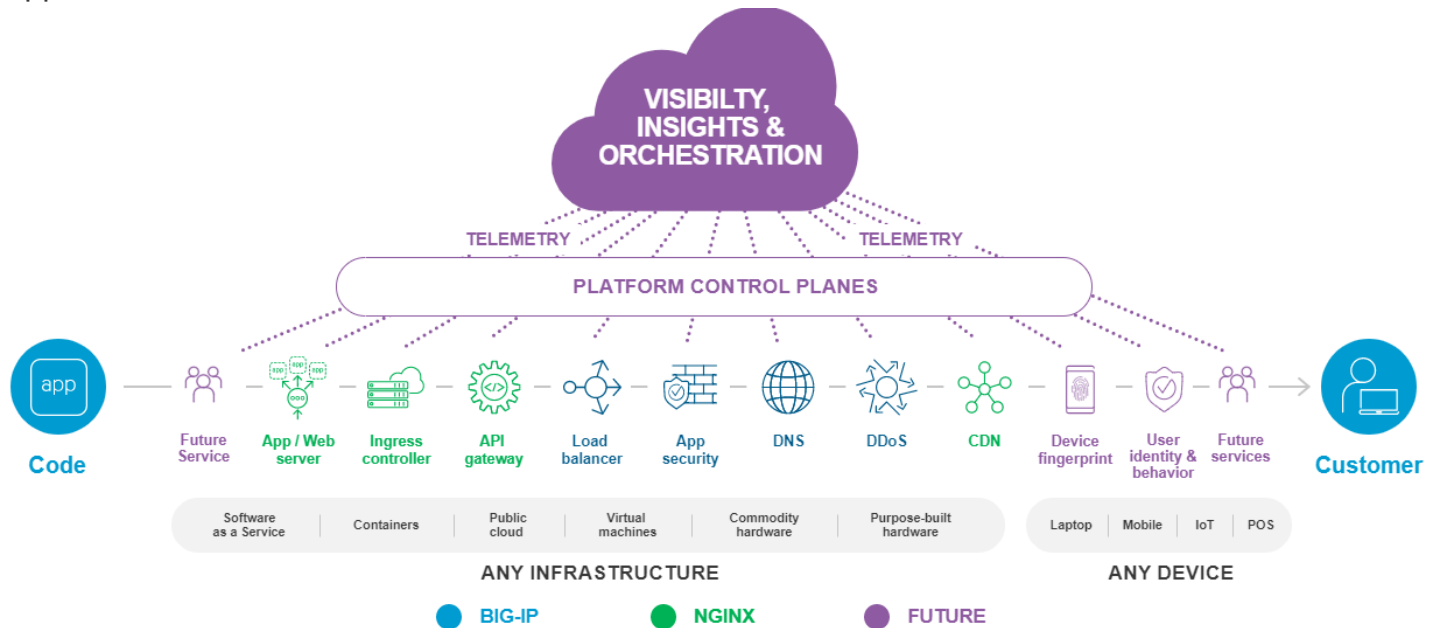
The cornerstone of any security management service is the visibility of the attack/threat information to confirm the efficiency of the security protection and, if necessary, take prompt action to enhance protection and safeguard your business and the data. The Silverline customer portal provides comprehensive and real time alerts and web traffic telemetry to provide customers and the Silverline SOC with the information they need.

	Self-Service Cloud WAF	F5 Silverline Managed Services
Primary reports: Total violations, violation summary, attack types, and geo-location attack origin	Limited	✓
Other reports: HTTP methods/SSL ciphers/Proxy traffic/DDoS attack detail	Limited	✓
Threat intelligence alerts and reports	✗	✓
Volumetric and application DDoS activity	Limited	✓
HTTP/HTTPS weblogs	Additional Cost	✓
L7 web server and application attacks	Limited	✓
Custom violation assessment tracking and remediation	✗	✓
Overall Silverline service health and systems availability status	Limited	✓
Customer incident tracking	Limited	✓
User and administrative system actions (audit tracking and logs)	✓	✓



# Silverline Managed Services Evolution

As an integral component of the F5 Unified Architecture Vision, Silverline Managed Services continues to evolve and enhance the capabilities of our managed service to protect our customer's applications and business.



## F5 Networks Unified Architecture Vision

### In Conclusion

Silverline Managed Services provides effective and active network and web application protection for your critical cloud and on-premises IT and business applications. The power of industry leading WAF technology combined with the expertise of the Silverline SOC safeguards data and supports compliance for hundreds of customers worldwide.

To learn more about Silverline Managed Services, please contact our sales team at [SilverlineSales@f5.com](mailto:SilverlineSales@f5.com) or call us at: (866) 329-4253 or +1 (206) 272-7969.





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