ORACLE DYN MANAGED SECURITY SERVICES

ORACLE® Dyn

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Oracle Dyn Managed Security Services

Overview

Today's sophisticated threat attacks require nuanced solutions. Interpreting security threat data—and translating that data into the right set of specific policies—is hard. Everyone needs help sometimes. The Oracle Web Application Security solution is intuitive and easy to use, and it can be enhanced with managed security services that offer detection, prevention, and analysis led by security industry experts. Our security staff is armed with cutting-edge modeling and analysis technology, as well as real-time threat intelligence. As an extension of your own security operations center (SOC), the Oracle Web Application Security solution will reduce your risk, improve your security posture, save your team valuable time, and reduce your security operating costs.

Onboarding

The Oracle Dyn white-glove onboarding process ensures minimal disruption to your daily operations. Once you've signed up, you will be assigned a dedicated provisioning team. A kickoff call will be scheduled to review implementation time and phases. We'll review the runbook, escalation process, and take care of all user training. Oracle Dyn will also conduct a multiweek baseline analysis of your traffic and application behavior to adjust and tune rulesets and alert/block settings. Oracle Dyn handles all configuration, including the reverse proxy setup for web applications and DNS and the origin lock down for an additional layer of security. Regular status calls will keep you informed of the progress.

Continuous Monitoring

With your approval, our team of global security experts will monitor your web applications and traffic to identify malicious activity and anomalies at their earliest stages and adapt your protection to mitigate threats. Using real-time threat intelligence combined with alert-mode monitoring of all or selected traffic, Oracle Dyn is constantly observing activity. After analysis and consultation, we will be able to recommend adjustments to your rulesets to keep your solutions agile in the ever-evolving threat landscape.

Follow-the-Sun Protection

Your committed Oracle Dyn team can be reached anytime through a dedicated Slack channel or by email or telephone 24/7/365. Think of us as an extension of your global security response team. International distribution of our operations centers allows for around-the-clock support with overlapping shift changes, so every issue is resolved in a timely manner—no matter when, no matter where.

Service Description

- Expert guidance and support across all product platform capabilities including WAF, bot management, API security, and DDoS protection

- Onboarding and initial configuration design that are up and running effectively as soon as possible

- Active monitoring and management of web applications and rules with 24/7 monitoring service by our SOC for rule alerts

- Ongoing tuning of rules to minimize false positives

- Retraining of rules following updates to web applications

- Ongoing hardening of the web application security perimeter

- Creation and management of custom rules as needed

- Quarterly reporting and review of status

- Optional dedicated support manager

Dedicated Support Manager

In addition to the managed services that are included with the Oracle Web Application Security solution, you can opt for a dedicated support manager, proactive monthly security reports, scheduled quarterly reviews, and access to the Oracle Dyn data science team for a deeper analytical dive into trends and analysis. You also have the option to create a custom runbook to define workflow, processes, and escalation unique to your requirements.

Monthly Reporting

The report includes an in-depth breakdown of:

- Trends
- Request handing
- Blocked requests
- Significant incidents and investigations
- Performance and uptime
- Security profile changes
- Security profile overview
- Feature requests
- Support requests
- Release notes

With the expert guidance and support that are part of our managed security service offerings, you'll not only extend your global security response team, you'll gain around-the-clock support to ensure that you're covered 24/7/365.

Learn more about Web Application Security **Visit: dyn.com**

Secure, Intelligent Edge

Oracle Dyn, an Oracle Cloud Infrastructure global business unit (GBU), helps companies build and operate a secure, intelligent cloud edge, protecting them from a complex and evolving cyberthreat landscape. Our managed Web Application Security, DNS, and Email Delivery services are powered by a global network that drives 40 billion traffic optimization decisions daily. More than 4,500 customers rely on Oracle Dyn edge services, including preeminent digital brands such as Netflix, Twitter, CNBC, and LinkedIn. Deployed as standalone solutions or fully integrated with Oracle Cloud Infrastructure, Oracle Dyn edge services are the key to delivering resilient, high-performance sites and applications. For more information, visit dyn.com.

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