

# Fastly Response Security Service

## Expert response in minutes, not hours

The Fastly Response Security Service enables you to better prepare for and respond quickly to suspected attacks. This service augments your team with direct, 24/7 access to our Customer Security Operations Center (CSOC) where you can engage with a dedicated security expert to help address your needs. Built for customers using Fastly's next-gen WAF and Cloud WAF products, Response Security Service is focused on rapid response times, flexible communications options and configuration guidance to help you get the most out of your Fastly WAF.

### • **Speed of response**

When an attack occurs, how quickly you respond is vital. We're proud to offer an industry-leading 15 minute response time SLA for critical security incidents. A member of the team will respond and begin investigating within minutes, not hours. By shrinking the gap between alerting and response, we can quickly remediate issues and keep your business and users secure.

### • **Direct access to experts**

Our security engineers and analysts will feel and act like an extension of your team—and they're available 24/7. This service includes enhanced access to the CSOC for rapid tactical response. We know that every organization has different communication preferences and processes, so we give you the choice between a slack message, email, phone call, or support ticket.

Any time. Any day. Any method. We'll be there with helpful, human responses — not auto-generated replies.

## Readiness solution

In addition to critical security response, Fastly's Response Security Service includes multiple readiness solutions including configuration reviews, configuration assistance, health checks, and access to virtual training. For example, our analysts can consult on advanced rule configuration unique to your particular environment. These services, performed by your dedicated security expert, ensure proper security hygiene for your organization.

## Why Fastly

Our CSOC is staffed by experts around the world with decades of combined security experience. Alongside building a best-in-class security team, we've equipped that team with the most effective tooling to ensure fast, efficient responses. By partnering with your team, we'll provide the expertise needed to improve your security response and readiness.

## Get started today

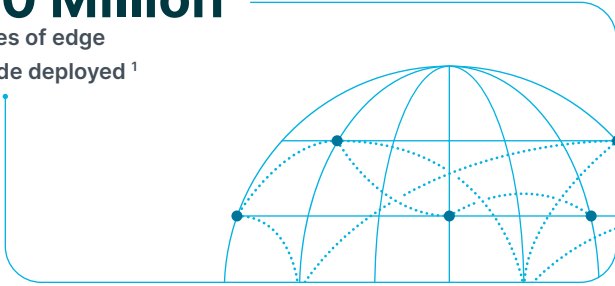
[Reach out](#) to our team to learn more about Fastly Response Security Service and how our security experts can help augment your team.

## Features

- 15-minute response SLA
- 24/7 access to the Fastly Customer Security Operation Center (CSOC)
- Dedicated access to the CSOC via phone, slack, support ticket, and e-mail
- Access to a dedicated security expert for:
  - Threat mitigation
  - Configuration reviews and assistance
  - Health checks

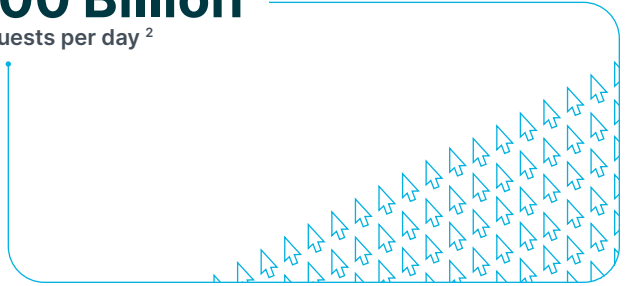
# 70 Million

lines of edge code deployed <sup>1</sup>



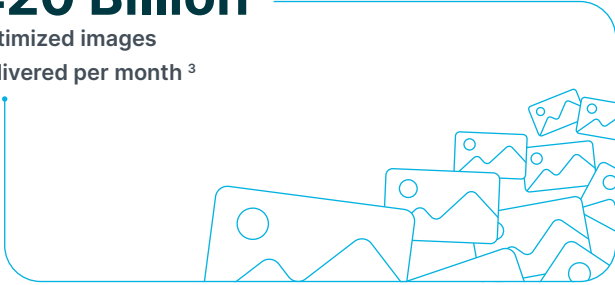
# 800 Billion

requests per day <sup>2</sup>



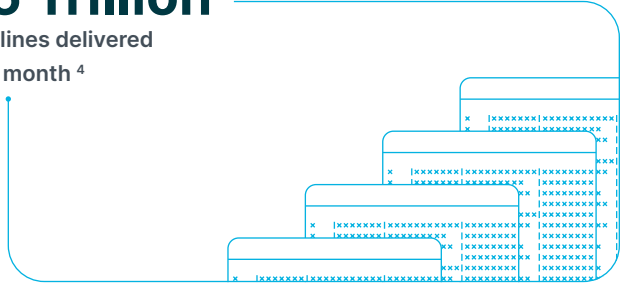
# 420 Billion

optimized images delivered per month <sup>3</sup>



# 15 Trillion

log lines delivered per month <sup>4</sup>



## 95% CSAT <sup>5</sup>

### Enjoy world class support

With a customer satisfaction rating (CSAT) of over 95% for the past three years running, we pride ourselves on our customer relationships. Fastly's world-class support includes help from engineers through chat, in-depth technical documentation, solutions packages, and more. With choices ranging from white-glove to self-service, **we offer everything to fit your support needs.**

[Learn more about Fastly support →](#)

### Getting started

Reach out to our team to learn more about Fastly Response Security Service and how our security experts can help augment your team.

1: as of Mar 31 2019    2: as of Dec 30 2020    3: as of Mar 31 2019    4: as of Mar 31 2019    5: as of Jun 30 2020