



F5 Managed Services Solution Overview

Introduction to F5 Managed Services

F5 Support and Managed Services is a suite of offerings designed to enhance the management and optimization of F5 Distributed Cloud products for our customers. Delivered as a Support and fully managed service, our solutions are designed to ensure that organizations can dedicate their focus to core business functions while relying on the expertise of F5's specialized teams. These services ensure that applications are not only secure and performant but also aligned with industry compliance standards.

Service components:

Monitoring and Support

Managed Services encompass comprehensive monitoring of F5 products, ensuring immediate identification and remediation of any performance or security issues. Clients benefit from the assurance of 24/7 support from a dedicated team of F5 experts, poised to resolve challenges and provide strategic guidance to maintain optimal system performance.

Security Management

At the heart of our managed services is the commitment to robust security management. This includes the maintenance and regular tuning of Web Application Firewalls (WAF) to guard against evolving threats, alongside proactive DDoS protection measures to ensure uninterrupted service availability. We employ advanced strategies for bot and API protection, shielding your systems from sophisticated threats and securing APIs against unauthorized access.

Application Performance Optimization

Our managed services optimize application performance through strategic load balancing, CDN, Customer Edge Solutions and performance tuning. By managing and optimizing traffic, we ensure high application availability and boost the overall speed and reliability of your application delivery.

Configuration and Change Management

F5 Managed Services simplify operational processes by managing all configuration changes, software updates, and upgrades, ensuring seamless operations. Our team provides custom configurations to meet specific business requirements, enhancing performance and operational efficiency. Additionally, we manage SSL/TLS certificate renewals, automating these essential processes to ensure security compliance.

Compliance and Reporting

We ensure adherence to industry standards, offering regular, detailed reports on system usage, performance, and security incidents. This level of transparency provides clients with a clear understanding of their system's health and performance metrics.

Strategic Planning and Advisory Services

Our strategic planning services include comprehensive capacity planning to support future business growth and regular security assessments to bolster your security posture. We provide tailored program management services that align with your business processes and engage all relevant stakeholders. Additionally, our technical advisors offer strategic architecture planning and recommendations to ensure best practices are adopted across your platforms.

Education and Training

To maximize the potential of F5 platforms, we provide extensive, tailored training sessions for team members. These sessions cover new features and essential technologies, ensuring that your team is proficient and fully equipped to manage and utilize F5 products effectively.

Detailed Service Descriptions

Service Type	Details
L7 DDoS	- Consultation, solution architecture, and configuration for DDoS integration with F5 XC Platform - Onboarding project management - Support with traffic engineering and troubleshooting
Web Application Firewall (WAF)	- Guided onboarding for WAF, including load balancer configuration (as per contract) - On-demand tuning of security policies - Continuous improvement of security posture (Enhanced customers only) - Tailored training (Platform training and technical deep dive sessions) for customer teams (as applicable)
Bot Defense	- Provisioning, configuration, testing, and validation of F5 Distributed Cloud Bot Defense Service for mobile and web applications - Fine-tuning countermeasures for attack vectors - Tailored training for customer teams (as applicable) - Onboarding project management - Monthly automated traffic report
DNS Management	- Provisioning, configuration, testing, and validation of F5 Distributed Cloud DNS Service - Assist with zone configuration and transfer - DNS-based load balancing configuration - Onboarding project management
Multi-cloud Networking (MCN)	- Review, assessment, architectural design, and deployment of Customer Edge Sites in public/private clouds or datacenters - Best practices for cloud network orchestration and security - Guided onboarding for load balancer configurations - Life cycle management and troubleshooting - Tailored training (as applicable) - Validation support for site/application health - Onboarding/delivery timeline and project management (Enhanced/Enhanced+ Only)
Managed K8s (AppStack)	- Review, assessment, architectural design, and deployment of AppStack sites across cloud/datacenters/edge - Best practices for hosting applications on F5XC Regional Edges or AppStack - Service Discovery configuration guidance - Load balancer configuration consulting - Site/application health validation support - Tailored training for customer teams - Onboarding timeline and project coordination (Enhanced/Enhanced+ Only)
API Security	- Guided onboarding for API Discovery, API tagging, OpenAPI, and JWT validation - Countermeasure tuning (deny/allow rules, rate limiting, malicious users) - Maintenance of security policies - Periodic API schema creation and shadow API management - Expert analysis of WAF violation logs, false positives, and configuration audits - Tailored training for customer teams (as applicable) - Periodic reporting of API Discovery findings
CDN	- Review, assessment, architectural design, and deployment of Distributed Cloud CDN - Guided onboarding for CDN configuration - Lifecycle management and troubleshooting - Tailored training for customer teams - Integration support and troubleshooting - Project timelines and team coordination

Service Descriptions

	Standard	Enhanced	Enhanced+
Support			
24/7 Support	60 Min SLA Response*	30 Min SLA Response*	15 Min SLA Response*
Monthly Syncs with Escalation Managers	None	Provided	Provided
Premium Support Queue	None	Provided	Provided
Ticket/Incidents Per Month	10 Tickets	20 Tickets	Unlimited Tickets
Services			
Onboarding	10 FQDNs	25 FQDNs	Unlimited FQDNs
Service Management	None	Included (Quarterly)	Included (Monthly)
Security Policy Optimization	None	Included	Included
Service Usage Reviews	None	Included	Included
Architecture Consultation	During Initial Onboarding	Customized	Customized
Training	Bi-annual	Customized	Unlimited
Customized Customer Run Books	Provided	Provided	Provided
Tailored Escalation Management	None	None	Provided
Technical Advisory	Provided	Provided	Provided
Ongoing Project Management	None	Provided	Provided
Business Usage Reviews	Monthly	Monthly	Monthly
Team Members			
Security Consultant	Pooled	Shared	Shared
Technical Account Manager	None	Shared	Dedicated
Support Analyst	Pooled	Shared	Dedicated
Customer Success Manager	Shared	Shared	Shared

**15 mins SLA for P1 issues (that renders service down with no workarounds) when ticket is opened by phone.*