

CUSTOMER SUCCESS SERVICES

An overview of support options for on-premises and SaaS customers

At Exabeam, customer success means more than just deploying and maintaining software. For us, it means achieving successful business outcomes together with our customers. To that end, Exabeam customer success provides your organization with around-the-clock access to an experienced team of support professionals with the technical expertise to ensure your Exabeam environment is running optimally. We understand that the support needs of every organization are unique, so we provide a wide array of support offerings that will ensure your team is able to maximize their Exabeam experience regardless of their circumstance.

Exabeam offers three levels of support options which include different levels of support, reporting, and educational services:

- **Standard Support:** Available to every Exabeam customer as part of their annual subscription licensing. This level of support includes 24x7 support and access to the Exabeam community; a self-service portal that provides documentation, webinars, videos, and guidance for how to deploy
- **Premium Support:** Our premium support offering provides all of the benefits of our Standard support offering, as well as a point of contact for support escalation that provides faster, more personalized response and resolution. You'll also get monthly performance reports to ensure your team is maximizing system performance and a bi-annual security coverage assessment.
- **Premium Plus Support:** Our highest level of support provides all of the benefits of Standard and Premium support, plus a named customer success manager. Your customer success manager will partner with you to understand the unique circumstances of your environment and business objectives; and build a tailored plan to optimize your investment and achieve your goals. You'll also benefit from our fastest response times, an assigned executive sponsor at Exabeam to advocate for your needs, and educational courses to train your staff on our solutions.

| | DELIVERABLE | DESCRIPTION | SUPPORT LEVEL | | |
|-----------------------------------|---|--|---------------|--------------------|------------------------------|
| | | | STANDARD | PREMIUM | PREMIUM PLUS |
| SUPPORT | 24x7 support | 24 x7 access to support portal and telephone support. | X | X | X |
| | Support Escalation | A point of contact for any support escalation issues. | | X | X |
| | Premium Plus Support | VIP ticket queue for all technical issues. | | | X |
| | Exabeam Community | The Exabeam customer community portal provides product documentation, training videos, knowledge-based articles, webinars and tech support. | X | X | X |
| ASSESSMENT & REPORTING | Onboarding Assessment | Exabeam led assessment to identify key stakeholders, business success factors, and intended outcomes. | X | X | X |
| | Monthly Systems Performance Report | Monthly utilization report identifies utilization statistics on disk space, memory and processor for proactive decision making. | | X | X |
| | Security Capability Report (two per year) | Security Capability report provides a detailed overview of where activity originates and provides a breakdown of exposed and covered areas according to use cases. | | X | X |
| CUSTOMER SUCCESS MANAGER | Security & Use Case Consultation (two per year) | Exabeam led discussion to understand desired security outcomes and build a measurable plan to achieve an organization's goals. | | | X |
| | Customer Success Manager (CSM) | A dedicated customer success manager responsible for delivering Periodic Business Reviews and to coordinate and align resources to meet customer support requirements. | | | X |
| | Periodic Business Reviews (PBRs) | Exabeam Customer Success Manager led review (up to 4 a year) to address goals and progress. | | | X |
| | Exabeam Executive Sponsor | Named Executive sponsor (VP level or above) to ensure alignment between your business and Exabeam. | | | X |
| EDUCATION SERVICES | Training | Education course for 12 members of staff. | | EDU 2100 (Virtual) | EDU 2500 (Virtual or onsite) |

TO LEARN MORE ABOUT HOW EXABEAM CAN HELP YOU, VISIT [EXABEAM.COM](https://www.exabeam.com) TODAY.