

# Exabeam Customer Success Services

Helping you onboard, deploy, adopt, and grow your Exabeam Security Operations Platform

Customer Success means more than just deploying and maintaining software. At Exabeam, Customer Success means partnering with you to achieve your desired business outcomes. Our Customer Success Services Team provides support, reporting, and a Customer Success Manager (CSM) to help your security team meet its business goals, from deployment onward.

**Exabeam provides multiple levels of Success Plans, so you can choose a plan that best meets your organization's needs.**

## Standard

The Standard plan is available to every Exabeam customer. It includes access to a support portal, a community of Exabeam practitioners, along with documentation, webinars, videos, and guidance on how to deploy the Exabeam Security Operations Platform.

## Premier

Our Premier plan provides all of the benefits of the Standard plan, along with 24x7 telephone support for support escalations for faster response and resolution. You'll also get an annual health check to ensure you're maximizing system performance.

## Premier Plus

Our highest level of support provides all of the benefits of the Standard and Premier plans, plus an assigned CSM. Your CSM will partner with you to understand your environment and business objectives and build a success plan to optimize your investment and achieve your goals. You'll also benefit from our fastest support Service Level Agreement (SLA), executive business reviews, and access to adoption engineering services.

Success Plan Features		Standard	Premier	Premier Plus
Product support	Access to support portal	●	●	●
	Telephone support (24/7)		●	●
	Incident Response time acceleration			●
Knowledge transfer	Access to Exabeam Community	●	●	●
	Access to knowledge base and documentation	●	●	●
	Access to online training	●	●	●
Onboarding and adoption	Onboarding Assessment (ORR)		●	●
	Solution engagement activation			●
	Adoption and operational guidance			●
	Validation along the customer journey			●
Operational excellence	Change management and alignment		●	●
	Core adoption planning and management		●	●
	Annual health checks		●	
	Quarterly health checks			●
Customer success management	Customer journey kick off and alignment			●
	Customized success plan			●
	Share best practices guidelines			●
	Executive business reviews			●

## Support

### Online Support Portal

Access to our online support portal to submit support tickets.

### 24/7 Telephone Support

Telephone support is available 24/7 for Severity 1 issues.

### Support Response SLAs

Our team of experts is there to help with timely response times to keep your products up and running.

### Support Update SLA

Our team of experts will follow up on your support case with information requests and next steps, and provide current status, keeping you informed.

Support Level	Standard	Premier	Premier Plus
Online Support Portal	●	●	●
Telephone Support (24/7)		●	●
<b>Response SLA</b>			
Severity 1	1 Business Day	1 Hour (24/7)	1 Hour (24/7)
Severity 2	2 Business Days	4 Hours (during business hours)	1 Hour (during business hours)
Severity 3	4 Business Days	2 Business Days	1 Business Day
Severity 4	N/A	5 Business Days	1 Business Day
<b>Update SLA</b>			
Severity 1	5 Days	Daily	2 Hours (24/7)
Severity 2	Weekly	Weekly	4 Hours (during business hours)
Severity 3	Monthly	Twice per Month	1 Business Day
Severity 4	N/A	Monthly	Weekly

## Success

### Exabeam Community

The Exabeam Community provides you access to product documentation, training videos, knowledge base articles, webinars, and tech support. This is an interactive portal that encourages product ideation and discussions with fellow customers and Exabeam technical staff.

### Adoption services

#### Periodic Health Checks

The Periodic Health Check report provides you with a snapshot of the current state of your platform including, system level and capability reporting levels, and gives guidance on how to improve your operations and gain greater value from your security investment.

#### Adoption Consulting

Trusted technical and security advisors help drive adoption and align your Exabeam solution to drive you towards meeting your security goals. Adoption Engineers also provide use case consultations and workshops focused on adoption of features and functionalities, so your team can succeed.

## Customer Success Manager

### Assignment

Customer Success Managers are responsible for understanding your unique business goals, developing a joint success plan, and delivering Executive Business Reviews to ensure your company's long-term success.

### Account Discovery and Consultation

Exabeam CSMs lead assessments to identify key stakeholders, business success factors, and intended outcomes.

### Success Plan

Create and maintain a joint success plan to establish desired security outcomes and measure progress.

### Executive Business Review

Lead regular reviews to address goals and progress.

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## About Exabeam

Exabeam is a global cybersecurity leader that created the New-Scale SIEM™ for advancing security operations. We Detect the Undetectable™ by understanding normal behavior, even as normal keeps changing – giving security operations teams a holistic view of incidents for faster, more complete response.

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Exabeam today

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