



Data Sheet

# Exabeam Global Services Partner Program

## Overview

Delivering a top-notch experience means more than simply developing great technology. It requires proper deployment, tuning, and support to ensure that users are able to make it operational in a way that works best for their organization. To provide exceptional product delivery to our customers, Exabeam relies on a partner ecosystem to provide best-of-class platform support and professional services.

This platform support is our Global Services Partner (GSP) program. The program helps Identify, Accredit, and Enable a select set of authorized partners to provide services delivery to our customers.



Partners are trusted consultants who help our customers quickly realize value from Exabeam products. The scope of partner engagements can range from helping customers with initial Exabeam software installation and configuration, to program building that guides customers in adopting and making Exabeam products operational in their environment. Partners also have the opportunity to layer on value-added services and provide technology integrations for our

customers on top of the Exabeam SecOps Platform.

Through new offerings and product releases from Exabeam, partners will get guided support and enablement, part of this effort involves measuring our program's success through regular business reviews with our partners and conducting CSAT surveys with our customers following deployments.

## Program Benefits

Being an Exabeam Partner offers both financial and technical benefits, ensuring that your needs are met both now and in the future.

### Financial Benefit

- No restriction on value-added services
- Business Planning Assistance
- Marketing

### Technical Benefit

- Training and Certification
  - Deployment Tool Kit
  - Enhanced Guidance and Support
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## Program Requirements

### Business Requirement

**Line of Business** – The partner must have clearly defined and marketed service offerings. The partners' professional services line of business must be related to security software solutions.

**Executive Sponsor** – The partner must designate one primary point of contact for communications with Exabeam.

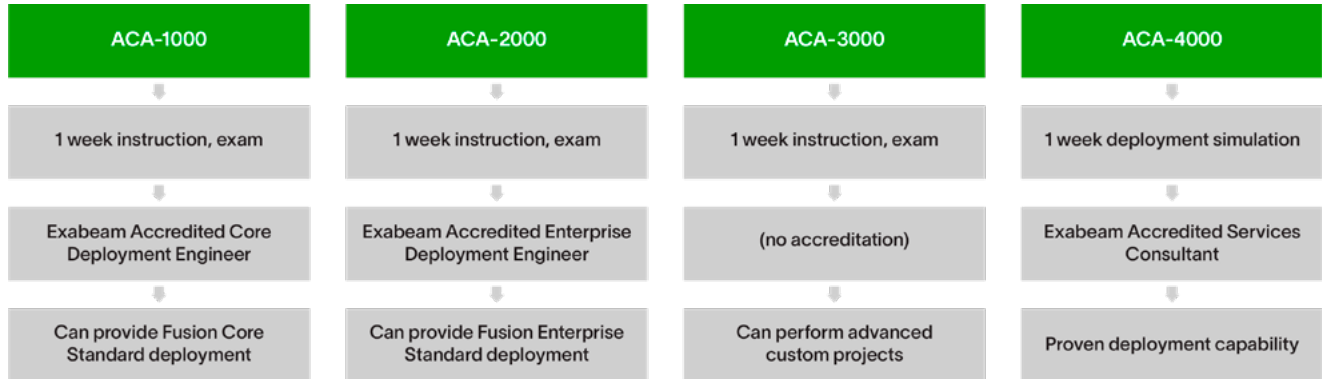
**Deployment Practice** – The partner must be able to provide evidence of previous Exabeam deployment engagements successfully completed in the last year. If the customer is new to providing Exabeam specific services, then evidence of successfully delivered engagements on similar security technologies will be acceptable.

**Services Delivery Capability** – The partner must have at least two security-focused consultants who will perform Exabeam services.

**Deal Registration** – The partner must complete a brief deal registration form for each deal that the partner closes for services as an Exabeam service delivery partner with the end customer.

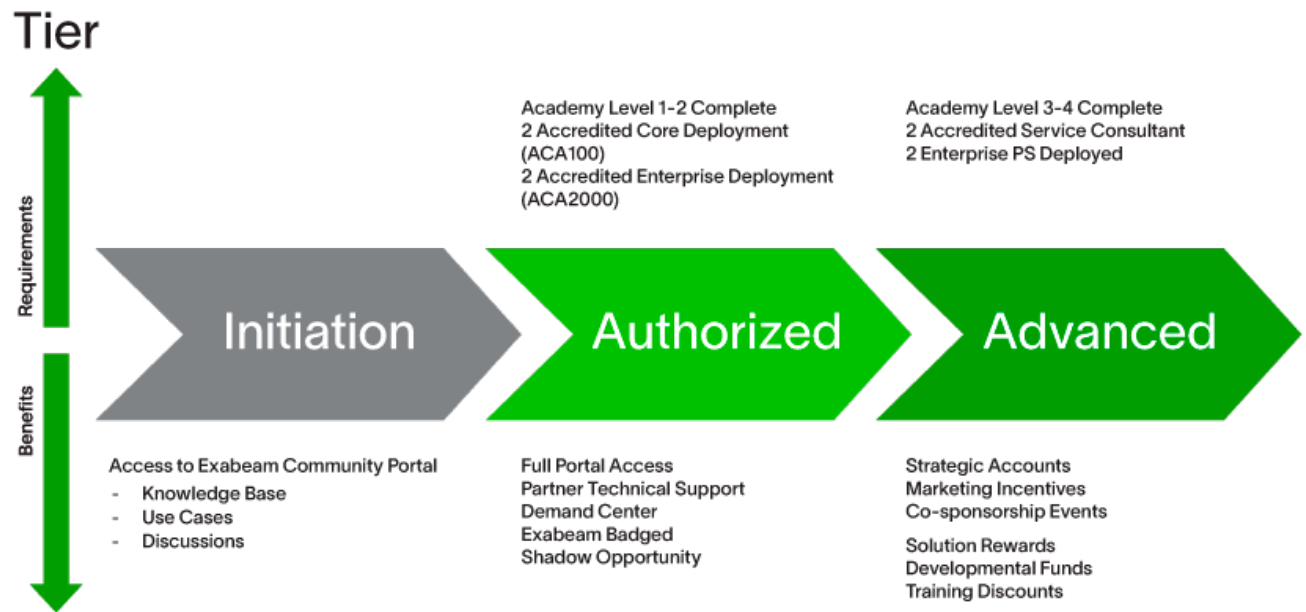
## Training Requirements

**Specialization** – Requires two personnel to complete Self-Paced EDU-1100 and Instructor-Led Academy Level 1 and Academy Level 2 Course for providing standard Exabeam Fusion Enterprise and Core Standard deployments. Additional training Academy Level 3 & 4 will be required to deploy advanced projects but need not to be completed at once.



**Accreditation** – Partner should have a minimum of two (2) Exabeam accredited engineers on staff who have completed ACA-1000 and ACA-2000 to deploy the Fusion Core OR Enterprise Standard Deployment.

Partners will reach tiered status based on level of accreditations.



### Technical Baseline Requirement

**Skill Sets** – Partner Service Deployment engineers should have Beginner knowledge of Hadoop, Docker, and Container Technology with limited experience on ELK Stack.

**Deployment Experience** – Partner Service Deployment engineers should have Intermediate knowledge of Networking, Active Directory, and Linux Technologies.

## Journey

Our partner journey includes four parts — Discover, Build, Maintain, and Reward.



### Discover

**Registration** — Organizations or existing Partners must complete a Partner Registration Form indicating whether they are a Professional Services Only Partner type or a Reseller Distributor requesting a Professional Services Partner level.

**Partner Account** — Exabeam creates or configures an existing Partner account on the Partner Portal as a Professional Services Partner Candidate. Additional users must then register under the Company Name/Partner account to get access to the Partner Portal.

**Organizational Assessment** — Exabeam channel account manager assesses partners against a Professional Services Partner benchmark profile.

### Build

**Training** — Complete Instructor-Delivered Training at Exabeam focussing on Exabeam product concepts and understanding base technologies used to deploy Exabeam products and services.

**Accreditation** — Gain Accreditations to ensure you are deploy-ready and gain access to senior support resources for further assistance.

**Access to Exabeam Community and Support** — Professional Services Partners receive access to sales, marketing, education, program, and support, including a library of product datasheets, success stories, videos, and best practices.

### Maintain

**Partner Portal** — Accredited Partners will gain access to the partner portal which includes datasheets, deployment playbooks, project templates, pre-installation checklists, and support documents.

**Webinars** — Participate and learn with our Exabeam experts in monthly webinars focused only on our partner community.

**Business Review** — Work with Exabeam Partner Service Managers to identify gaps and build regular cadence.

**Partner/Customer Satisfaction** — Work with Exabeam success teams to improve customer close rate and build an efficient pipeline with satisfied customers.

### Reward

**Marketing Opportunity** — Accredited Delivery Partners can work with Exabeam marketing to showcase the partnership at events.

**Recognition** — Once organizational, individual, and shadowing requirements are completed, the partner will be Accredited as an Exabeam Services Partner.

## Agreement

All Exabeam partners who are willing to participate in the Exabeam Global Services Partner Program and achieve Accreditation to Deliver must enter into a legal agreement with Exabeam. The Professional Services Partner Program Agreement sets forth terms, conditions, and expectations governing the program and conduct of an Exabeam Services Partner.

We strive towards delivering the best possible experience for our mutual customers. To that end, Exabeam and the Partner will work together to accomplish common business goals. Accredited Exabeam Professional Services Partners will be requested to regain accreditation on an annual basis. Any partner that falls under the required requirements below will have a period of 60 calendar days to return to compliance or forfeit their accreditation.

**Training and Accreditation** — Professional Services Partner personnel must retake required training courses and pass relevant assessments every two years to maintain accreditation. Accreditations need to be completed in order to deploy Exabeam software to customers.

**Project Management** — New Services Partners must discuss project scope, system architecture, and project plan with resource information before the project kicks off for Exabeam review.

**Exabeam Badging** — Showcase the Exabeam certified logo, Professional Services Program Badge, email signature, and business card logo.

**Partner Service Manager Review** — There is a minimum required number of implementations per year for each specialization. Service Partners are expected to complete a minimum of 4 deployments every year to be accustomed to the new releases in the product.

**Engagement Management** — Professional Services Partners are required to register all engagements via the partner portal for all professional services provided to deploy Exabeam products.

**Customer Satisfaction Survey** — Professional Services Partners must allow Exabeam to run CSAT on their registered Exabeam engagements to deploy Exabeam products. Positive NPS required.

**Exabeam is dedicated to the success of our partners.** As such, we strive to provide them with access to the best resources and training material to enable successful customer engagements. The Exabeam Partner Program is 100% partner-focused and has received a 5-Star rating for the fourth year in a row from The Channel Company in its 2020 Partner Program review. Another benefit is that Exabeam is a market leader as analysts consistently rate Exabeam as a leader for its security analytics and automation, as a SIEM, and as the world's most-deployed UEBA solution.

Through this program, Exabeam helps to identify, train, and certify a select set of authorized partners who provide services, support threat detection and use cases, and deliver value to customers. Please visit <https://partnerportal.exabeam.com> for more information.

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## About Exabeam

Exabeam is a global cybersecurity leader that adds intelligence to every IT and security stack. The leader in next-gen SIEM and XDR, Exabeam is reinventing the way security teams use analytics and automation to solve threat detection and incident response (TDIR), from common security threats to the most critical that are difficult to identify. Exabeam offers a comprehensive cloud-delivered

solution that leverages machine learning and automation using a prescriptive, outcomes-based approach to TDIR. We design and build products to help security teams detect external threats, compromised users and malicious adversaries, minimize false positives, and best protect their organizations.

For more information, visit [exabeam.com](https://exabeam.com)

