



Data Sheet

Customer Success Services

Offerings for Fusion SIEM and Fusion XDR

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 provide support, reporting, and a Customer Success Manager to help your security team meet its business goals — from deployment onward.

Standard: This offering is available to every Exabeam customer. It includes access to a support portal and a community of Exabeam practitioners, along with documentation, webinars, videos, and to help deploy Exabeam and solve your unique use cases.

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

Premier Plus: Our highest level of support provides all of the benefits of Standard and Premier, plus an assigned Customer Success Manager. Your Customer Success Manager 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 SLAs, executive business reviews, and access to adoption engineering services.



Exabeam provides multiple levels of Success Plans, so you can choose the offer that best meets your organization's needs:

Success Plans	Deliverable	Standard	Premier	Premier Plus
Support	Online Support Portal	✓	✓	✓
	24x7 Telephone Support		✓	✓
	Response SLA			
	Severity 1	1 business day	1 hour (24x7)	1 hour (24x7)
	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	5 business days
	Update SLA			
	Severity 1	5 days	daily	2 hours (24x7)
	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 Customer Portal	✓	✓	✓
Adoption Engineering Services	Periodic Health Checks		1	2
	Adoption Consulting			✓
Customer Success Manager	Assigned Customer Success Manager (CSM)			✓

Support

Online Support Portal - Access to our online support portal to submit support tickets.

24x7 Telephone Support - Telephone support available 24x7 for severity 1 issues.

Support Response SLAs - Our team of experts are there to help with timely response times to keep your products up and running.

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

Success

Exabeam Community - The Exabeam customer community portal provides product documentation, training videos, knowledge-based articles, webinars and tech support. Exabeam Community is an interactive portal that encourages product ideation and discussions with fellow customers and Exabeam technical staff.

Adoption engineering services

Periodic Health Checks - The Health Check report provides a snapshot of the current state of the platform including system level and capability reporting levels and gives guidance on how to improve your operations.

Adoption Consulting - Trusted technical and security advisors help drive adoption and align your Exabeam solution to meet your security goals. Adoption engineers provide use case consultations and workshops focused on adoption of features and functionalities, so your team can succeed with Exabeam.

Customer success manager

Assigned Customer Success Manager (CSM) -

An assigned customer success manager responsible for understanding your 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 Customer Success Manager led assessment to identify key stakeholders, business success factors, and intended outcomes.

Success Plan - Exabeam Customer Success Manager will create and maintain a joint success plan to establish desired security outcomes and measure progress.

Executive Business Review - Exabeam Customer Success Manager led review to address goals and progress.



About Exabeam

Exabeam is a global cybersecurity leader that adds intelligence to every IT and security stack. We are reinventing the way security teams use analytics and automation to solve threat detection, investigation, and response (TDIR), from common security threats to the most critical that are difficult to identify. The Exabeam Security Management platform is a comprehensive

cloud-delivered solution that leverages machine learning and automation using a prescriptive, outcomes-based approach to TDIR. It is designed and built to help security teams detect external threats, compromised users and malicious adversaries, minimize false positives, and make security success the norm. For more information, visit www.exabeam.com.



To learn more about how Exabeam can help you visit exabeam.com today.