



Exabeam Solution Management Service

Our Exabeam Solution Management Service (SMS) is for organizations who have deployed Exabeam but lack the necessary on-going manpower to maintain the system. SMS provides a cost effective way to leverage the Exabeam platform to its fullest capabilities.

Solution Benefits

- ✓ **Predicable cost expenditure for Exabeam solution support**
- ✓ **Instant acquisition and retention of scalable Exabeam specialist to minimize internal resource constraints**
- ✓ **Gain operational benefits by shifting internal staff focus from engineering and maintenance to solution adoption and analysis**
- ✓ **Mitigate single point of failure human capital risk by leveraging GT's team of Exabeam specialists to support your solution**

Unlock and sustain the value of your Exabeam solution

Organizations have been seeking to leverage Exabeam for enhanced cyber analytics capabilities to more efficiently detect and respond to both external and internal threats. The solution is industry-proven and extremely capable, however like many security products it is not a “set-and-forget” solution. Organizations struggle to maximize their Exabeam solution due to a number of factors:

- Limited understanding of the underlying technology to achieve actionable use cases. Leveraging Exabeam can require knowledge of a number of elements such as Hadoop, Elastic, Kibana, and Mongo.
- Limited resources to focus on content management and tuning the solution.
- Limited focus on data curation and optimization within the solution to maximize use case results.
- Limited understanding of the underlying event data sources and their coverage for the organization.

SMS is a comprehensive service to meet an organizations needs for Exabeam engineering management and platform sustainment, including:

- Full data source and content implementation and management for both standard and custom content
- Full use case, risk scoring, watch list, and reporting implementation and management
- Full service platform sustainment including, system performance tuning, use case and scoring calibration, fault resolution, system upgrade support, as well as GT's Custom Content Management (CCM) and sustainment service for custom content

SMS Focus Areas



Content Management and Engineering

Full data source, custom content, use case, risk scoring, and reporting implementation and management



Platform Sustainment

System performance tuning, use case and scoring calibration, fault resolution, system upgrade support, and sustainment services for custom content

SMS Service Features

Service	Service Level		
	Bronze (for clients with less than 2.5k employees)	Silver (enterprise clients)	Gold (enterprise clients with significant custom content and use cases)
Daily performance/fault management, resolution, and tuning for Advanced Analytics (AA), Entity Analytics (EA), Data Lake (DL), and Case Manager (CM)	✓	✓	✓
Coordinate issue resolution with Exabeam support (standard or premium product support required)	✓	✓	✓
System upgrades	✓	✓	✓
Implementation and refinement of data retention schedules based on system performance and feedback	✓	✓	✓
Tuning, calibration, and sustainment of content, risk scoring, and use cases	✓	✓	✓
Solution success review	✓ (quarterly)	✓ (quarterly)	✓ (monthly)
Custom Content Management (CCM) and sustainment service	✓ (5 basic and 2 advanced CCMs monthly)	✓ (12 basic and 6 advanced CCMs monthly)	✓ (20 basic and 8 advanced CCMs monthly)
Integration of new data sources, use cases, dashboards, and reports	✓ (5 new data sources annually)	✓ (15 new data sources annually)	✓ (25 new data sources annually)
Initial solution deployment	(additional cost)	(additional cost)	✓
Dedicated Grant Thornton support engineer			✓

Why Grant Thornton?

- ✓ Exabeam accredited services partner with direct access to Exabeam's engineering, product development and customer support teams
- ✓ Experience and expertise with the implementation and operation of Exabeam technologies for numerous programs including, AA, EA, DL, and IR/CM
- ✓ Specific risk models and workflows built for Exabeam to support cybersecurity programs
- ✓ Backed by a national team of cybersecurity and privacy professionals to meet the needs of your cyber program

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