

Services for Customer Success



Our Commitment to Your Success

Our services help you gain value from your deployment faster, enhance the accuracy of your platform's threat detection capabilities, ensure platform health, and guide you to become a LogRhythm power user. Specifically, our team can help you:

- **Obtain rapid results** with services that get your LogRhythm instance operating efficiently to collect a variety of log sources before you start threat detection and response.
- **Discover best practices** while taking advantage of the vast tuning and configuration knowledge base of our consultant team.
- **Get the most value** out of your LogRhythm deployment by designing use cases based on your business needs.
- **Sustain momentum** by using one or more of our subscription offerings to make sure that your deployment health and security posture continue to progress.

Professional Services

Whether you're new to LogRhythm or you're a long-time user, our Professional Services (PS) team can help you improve your security maturity. We've found that our most successful customers implement end-to-end use cases specific for their organization. Our PS consultants will help you define and build a blend of custom and industry-standard use cases to deliver on that business value you had in mind when you purchased your security information and event management (SIEM). We're committed to helping you achieve the maximum value from your LogRhythm investment.

Deployment

At LogRhythm, we're your partner to help you achieve your security goals—and that starts with a strong deployment. Our deployment engineers will use their experience and our proven methodology to rapidly bring your system online or update your older system to the latest software version, validating health and wellness before handing off to the use case phase.



Use Case Development

Our Professional Services team helps you safeguard your mission-critical systems with expert support. Our team will help you meet your needs by developing use cases that are specific to your organization's goals. Your Professional Services contact will work with you to determine the use cases that best address your business needs, including any compliance or regulatory requirements.

Following an iterative implementation methodology, we will rapidly harness the full breadth and power of LogRhythm to build out end-to-end use cases that address all four pillars of SIEM:

- **Collection** > log sources, network sensors
- **Detection** > AI Engine, alarms
- **Visualization** > reports, dashboards, searches
- **Response** > case management, playbooks, SmartResponse

With our guidance, you won't just get a flood of alarms during your next phishing attack. You'll only get the alarms you need, coupled with the tools and process to quickly identify and neutralize the threat.

SOC Enablement

Whether you're starting to build a SOC or you need to mature an existing one, LogRhythm's Security Operation Center (SOC) Enablement service will help you align the technology of your SIEM with the process and people of your SOC, improving both analyst efficiency and leadership visibility.

Our SOC Enablement consultant will help you understand and assess your organization's security operations maturity and areas for improvement. You'll also learn how to define timelines and staffing requirements to ensure success.

Specifically, our SOC Enablement service team can help you:

- Build an adaptive architecture
- Automate and accelerate your responses with [LogRhythm's Security Orchestration, Automation and Response \(SOAR\)](#) capabilities
- Hunt and investigate threats
- Use advanced analytics to detect threats across the holistic attack surface
- Integrate threat intelligence

Training at LogRhythm

Harness the full power of your LogRhythm deployment with [LogRhythm University](#) training courses for security administrators and analysts. Our training services enable you to:

- Attend classes virtually, locally, or in-person at LogRhythm's training facilities in either Boulder, Maidenhead, Dubai, or Singapore
- Learn best practices to adopt and manage LogRhythm to improve threat detection and response
- Become a LogRhythm Certified Professional



Analytic Co-Pilot

Detect threats with greater precision and maximize the effectiveness of scarce security personnel with Analytic Co-Pilot. Your assigned resource will guide you through the implementation, use, and optimization of a specific LogRhythm security analytics module or a combination of use cases specific to your organization.

LogRhythm offers out-of-the-box security analytics modules for this service or you can define your own use cases with our Professional Services team before your engagement begins. Choose from the following LogRhythm content modules:

- User Threat
- Network Threat
- Endpoint Threat
- Financial Fraud
- Retail Cyber Crime
- Honeypot

If you have custom needs, we can help. We are skilled at building custom use cases around common threats, including:

- Phishing
- Malware
- Healthcare use cases
- Retail use cases

Service Account Management (SAM)

Our Service Account Management (SAM) service sets your team up with a LogRhythm engineer on a consistent cadence to ensure your platform is a healthy, high-performing asset in your SOC. Your SAM will be your assigned advocate to ensure rapid resolution to any support issues that you raise.

With our SAM service, you will:

- Reduce support case time to resolution
- Learn how to better administer your own system to eliminate bottlenecks and downtime
- Receive regular assessments of your platform's health
- Learn how recent product innovations fit in your environment

Targeted	Subscription
Deployment: Start strong with deployment assistance	Service Account Management: Reduce support time to resolution & assess platform health
Use Case Development: Create company-specific use cases	Analytic Co-Pilot: Detect threats with greater precision
Training: Empower users with LogRhythm training	Technical Account Management: Boost security maturity & track goals
SOC Enablement: Improve your SOC processes	

Technical Account Manager (TAM)

If you're an enterprise customer, take advantage of the LogRhythm Technical Account Manager (TAM) service to maximize your investment. With our TAM service, you gain tailored guidance and support to drive security maturity and time to value.

Your TAM will track projects and initiatives, advocate for and manage product enhancements, and help you resolve issues rapidly and efficiently. In addition, your TAM will help you achieve your business and technical goals through quarterly business reviews in addition to regular meetings.

With our TAM service, you will:

- Strengthen your organization's security maturity to help you meet your goals
- Deliver responsive, personalized service to handle your organization's needs or inquiries
- Submit your requests for new product features and see sneak peeks of the product roadmap

A Security Operations Maturity Model assessment can help guide a discussion around your security goals and requirements and determines the required number of sprints and scoping needed.

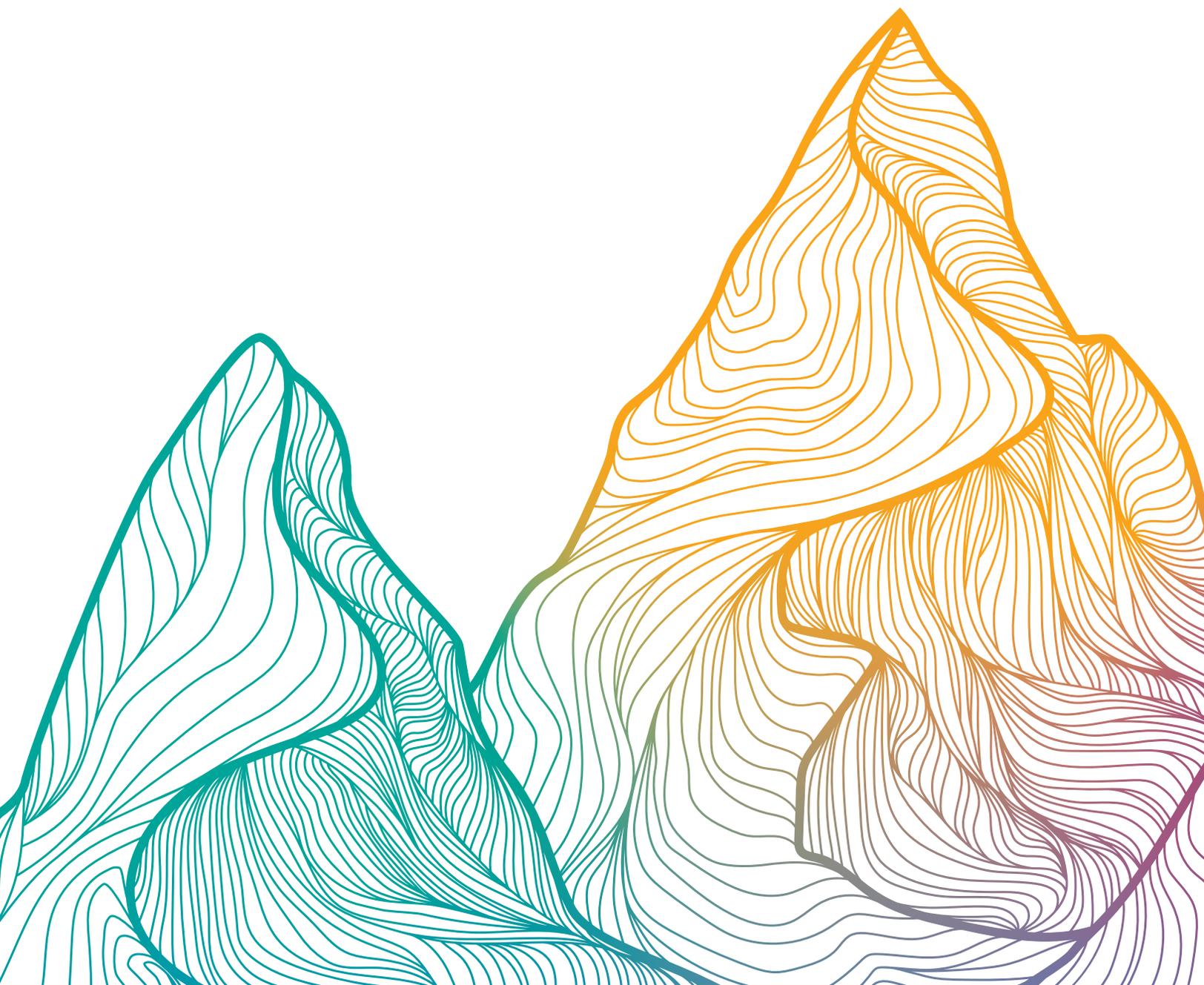
If you're interested in learning more about your organization's maturity level, click here:

<https://logrhythm.com/security-operations-maturity-quiz/>



Interested in learning more? Reach out to get started.

CRM@logrhythm.com



1.866.384.0713 // info@logrhythm.com // 4780 Pearl East Circle, Boulder CO, 80301

www.logrhythm.com