

# Service Support Account Management (SAM)



## Keep Your Platform Healthy and Reduce Support Time to Resolution

We get it — your team has a lot to do and a ton of responsibilities. You may even be short-staffed. Optimizing your on-prem SIEM may not be on the top of your lengthy list of priorities. We created the LogRhythm Support Account Management (SAM) service so you can focus on important (and fun) things, like threat hunting and response.

With our SAM service, we pair you with a LogRhythm technical resource whose focus is to make sure your platform is a healthy, high-performing asset in your SOC. Your SAM will perform regular assessments of your platform's health and act as your designated point of contact for all support cases. They will drive down time to resolution and will keep the platform at peak performance, resolving issues before they have a chance to affect your team's capabilities.

You'll meet every other week with your SAM to review the performance of your LogRhythm deployment and discuss how to optimize your platform to meet your SIEM goals. They will help you through minor version updates. Should any support issues arise, your SAM will be your advocate with support to make sure your deployment's issues are resolved rapidly.

### How Does the Support Account Management (SAM) Service Work?

Your SAM will review how your team is using your LogRhythm SIEM platform (and other critical systems) bi-weekly. They will summarize findings in a report and discuss them with you during regular meetings to ensure you are meeting your SIEM goals. This report will review any actions that the SAM took to improve the configuration and operation of your SIEM, and any issues he or she resolved with support. Once a quarter, your SAM will conduct an in-depth hardware-level diagnostic assessment to proactively identify any current or pending physical layer issues. Your SAM will then review key performance indicators and assess your platform's capacity throughout your SAM service engagement, so you can better plan for the future.

### Benefits

- **Gain peace of mind** because your SAM is helping to maintain peak performance of your SIEM
- **Reduce support time to resolution** with an advocate who assists with your support cases and provides support case metrics to identify trends
- **Get the most out of recent product innovations** by staying up to date on the latest LogRhythm software updates
- **Get time back to focus on detection and response** while your SAM proactively supports platform health

### Features

- **Get platform admin help** from a technical resource
- **Identify and resolve platform health issues** through routine assessments and issue resolution
- **Leverage bi-weekly calls** to track to your SIEM goals during your yearlong engagement
- **Get the most out of your SIEM investment**



### Software Component Best Practices

Your SAM reviews your LogRhythm platform and applies component-level best practices, including:

- Conducting a deep diagnostic health assessment, including database and CPU utilization and heartbeat and component notifications
- Staying updated on known issues, implementations and upcoming corrections
- Resolving diagnostic alarms and issues found during the scheduled platform assessment



### Data Processing Optimization

Your SAM works with your system to avoid processing bottlenecks and ensure that your platform's Machine Data Intelligence (MDI) is optimized by:

- Confirming that unidentified logs are aligned to their appropriate MPE policies
- Identifying trends in rules' CPU usage, unshared memory cost, spooled .dat files, and current and average MPS
- Investigating unprocessed queues and mediator disk insert rates



### Data Collection Optimization

Your SAM helps you to optimize your data collection by:

- Reviewing average collection rates and top collectors
- Investigating missing or erratic heartbeats diagnostic notices
- Resolving problematic issues found to keep agents and collection functioning optimally



### Support Case Advocate

Monitor the support cases daily working with support to resolve, also escalate with support when needed, and gather data for support and trends:

- Documenting trends, concerns, and solutions in a running monthly report for your deployment
- Advocating for your support cases and providing metrics to identify administrative trends



## SAM for Peak Platform Functionality

With a SAM to help your team, you can rest easy knowing that your LogRhythm SIEM platform is operating at peak performance aligned to your administrative goals. You can also be sure that your system has the latest capabilities so your team is armed to fight whatever new threats might come your way. And should any issues arise, you have help in your corner to make sure the problem gets solved, fast in Support. By adding an administrative technical resource, your team gets time back in the day to focus on detecting and responding to threats to your organization.



Want to learn more? Contact your Customer Success Manager today.

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