Support Account Manager (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 regularly meet with your SAM to review the performance of your LogRhythm deployment and discuss how to optimize your platform to achieve 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 NextGen SIEM Platform (and other critical systems) regularly. 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.

SAM Service Engagement Options

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<th>Standard</th>
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<td></td>
<td>3+ months</td>
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<td>+ Enhanced</td>
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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 regular 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) Fabric is optimized by:

- Confirming that unidentified logs are aligned to their appropriate MPE policies
- Identifying trends in rules’ CPU usage, unshared memory cost, spooled data 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. 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.

“Denver Public Schools (DPS) has been using the Support Account Management (SAM) to help us maximize our LogRhythm experience. DPS appreciates having a support resource that can show us how to dig into the performance indicators of our LogRhythm XM server. This ensures we are optimizing our system to get the most of our resources and meet our log retention goals. Not only does the SAM service amplify our investment, but it has helped us add new System Monitors and log sources, as well as tune our deployment and ensure all settings are configured properly.”

Robert Losinski,
Manager, Information Security,
Denver Public Schools

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

CSM@logrhythm.com

www.logrhythm.com

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

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