Unlimited Upgrades Service

Ease product upgrade concerns with a managed upgrade service

Staying up to date on the latest version of your security software may not be a top organizational priority, but it should be! Whether upgrades are a cost factor or your team finds them difficult to do on their own, upgrades are critical to ensure the optimal performance of your investment.

As LogRhythm continues to release quarterly product updates and new features, we're making software upgrades more accessible and seamless for admins.

LogRhythm's Unlimited Upgrades Service allows you to upgrade to every product release available under your subscription. The service provides a predictable budget, enabling you to be on the same cadence as your software subscription. The Unlimited Upgrades Service features unlimited LogRhythm upgrades for one license.

Standard	Up to 8 core components (PM, DP, DX, AI Engine, Web Console). Up to 20 sensors* (System Monitor Agents, Open Collectors, Network Monitors)
Enterprise	Architectures with High Availability and/or Disaster Recovery. Unlimited core components and up to 20 sensors*

*Additional sensors can be scoped separately

With the Unlimited Upgrades Service, gain peace of mind arranging an upgrade to fit your schedule. Eliminate concerns about your software version going end of life and minimize lead time for future upgrades.

The Unlimited Upgrades Service also offers access to a private Community Hub to obtain custom security use case content, Q&As from our Standard Success, Enhanced Success, Threat Blue, and Signature Success teams, and best practice tips. Unlimited Upgrades are available as a standalone service, or included with our Standard Success, Enhanced Success, Threat Blue, or Signature Success services.

Under the service, scheduling an upgrade is easy. Simply self-schedule a consultation call through Calendly to meet with a LogRhythm expert to

Why Unlimited Upgrades?

- **Stay current** with LogRhythm's latest product advancements and releases to optimize performance

- **Plan an upgrade** to fit your schedule and your resources

- **Remove complexity and delays** navigating sales cycles to upgrade

- **Get more value** from existing product enhancements

- **Access custom security use cases and best practices** through a private Community Hub with unlimited upgrades

- **Security Operations Maturity Model (SOMM) Assessments**
  - Measure the current capabilities of your SOC
  - Evaluate your organization's maturity level
  - Read the SOMM white paper for more information

evaluate your project needs. Once you request a session, you can book the upgrade directly with the consultant, eliminating long wait times and delays.

Our Commitment to Innovation

LogRhythm is committed to your success. We plan to continue making product investments with ongoing innovation releases. To ensure you get the most out of your security investment, it's important to stay current with the latest software version.

*The Unlimited Upgrades Service is not available for FIPS, on site, or weekend upgrades. Contact LogRhythm's Professional Services team for assistance with these architectures and scenarios.

LogRhythm®

Success Service Packaging

	Standard Successs	Enhanced Successs	Signature Successs	Professional Services
	Consistent Programs Throughout the Term			Accelerate Specific Scope
Foundation				
Customer Success Manager	✓	✓	✓	✓
LogRhythm Community & Documentation	✓	✓	✓	✓
Product Coaching	✓	✓	✓	✓
Deployment & Onboarding	Simple	Distributed	Enterprise	✓
Upgrades & Health Checks	Simple	Distributed	Enterprise	✓
Ad Hoc Consulting		2 Days Per Year	5 Days Per Year	✓
Discover				
Agent Deployment	✓	✓	✓	✓
Log Source Onboarding	✓	✓	✓	✓
Custom Processing Policies	✓	✓	✓	✓
Saved Search	✓	✓	✓	✓
Dashboards	✓	✓	✓	✓
Reports	✓	✓	✓	✓
Defend				
Log Source Gap Analysis	✓	✓	✓	✓
Security Use Case Development	✓	✓	✓	✓
Response Playbooks	✓	✓	✓	✓
Compliance	✓	✓	✓	✓
Threat Hunting Enablement & Coaching	✓	✓	✓	✓
Custom Rule Validation with Echo	✓	✓	✓	✓
Grow				
Security Operations Maturity			✓	✓
Assessments			✓	✓
Growth Roadmap Development			✓	✓
Architecture Design			✓	✓
Audit Readiness Assessment & Prep			✓	✓
Support Monitoring & Escalation			✓	
Enable				
Self-paced On Demand Courses	$	$	✓	$
Instructor-Led Courses, Virtual and In-Person	$	$	✓	$
Learning Lab Access	$	$	✓	$
Role-based Learning Paths & Certifications	$	$	✓	$
LogWars Access	$	$	✓	$
Logistics				
Schedule	Every Other Week	Weekly	Weekly + Ad Hoc	Defined by SOW and PMO
Duration	6-36 Months	6-36 Months	6-36 Months	Defined by SOW and PMO

✓ Included with Subscription $ Available Add-on   ✓ Scope for Accelerated Delivery

Interested in learning more? Reach out to get started.