

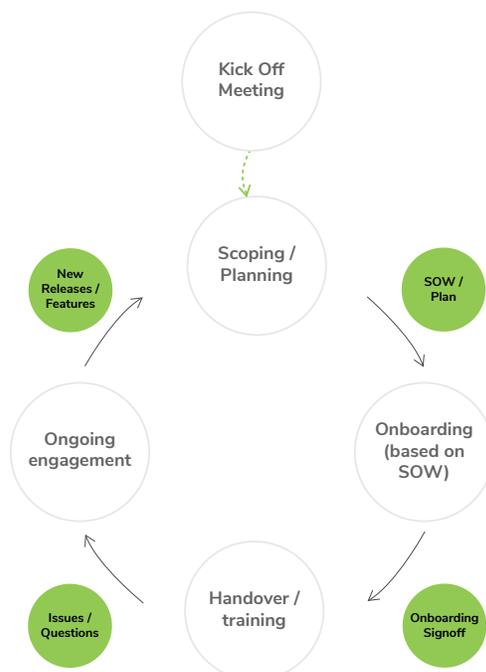
Committed to Continued Success

Accelerate: Project planning and installation for speedy deployment, integration scripting and playbook creation for immediate value creation

Empower: Continuing use case discovery and formulation, deep customer training for quick, actionable expertise

Extend: 24/7 Follow the Sun model of customer engagement, ongoing account health checks and future roadmap discussions

Customer Success Lifecycle



Accelerate

Realizing the need for agility in cybersecurity, our team provides services to fast-track your security readiness with Demisto.

KEY BENEFITS

Engage customer and discover use cases

- Establish goals and success metrics.
- Discover prerequisites and dependencies.
- Formulate and action use cases.

Implementation and training

- Discuss project plan and timeline with go-live checklist.
- Impart basic and advanced training content with both virtual and on-site presence.
- Deliver completion report and confirm alignment with initial project plan.

Continuous service

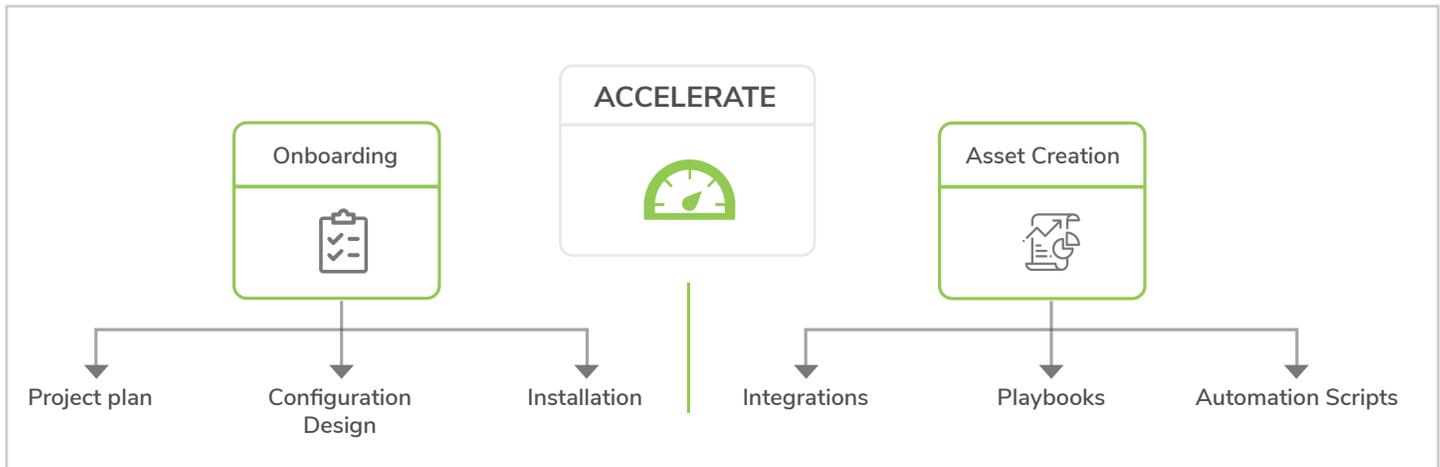
- Dedicated CS personnel deployed to each customer account.
- Periodic customer syncs for account health checks.
- Discuss product roadmap and implement feedback.

Report and alleviate

- 24/7 Follow the Sun model with geographically dispersed presence.
- Slack channels to connect on-demand and converse with peer customers.
- Speedy ticket creation, assignment, and resolution.

Onboarding: Onboarding starts when a team of Demisto specialists assist your team in planning for and deploying Demisto instances across your environment. Our team leverages custom templates, tools, and best practices honed across previous deployments to efficiently guide your team in applying configuration requirements tailored to your security and IT needs.

Asset Creation: Concurrent to onboarding, our team will also collaborate on the formulation and creation of specific assets needed for Demisto to function efficiently in your environment. These assets include custom integrations, playbooks, and automation scripts accessing your existing security products.

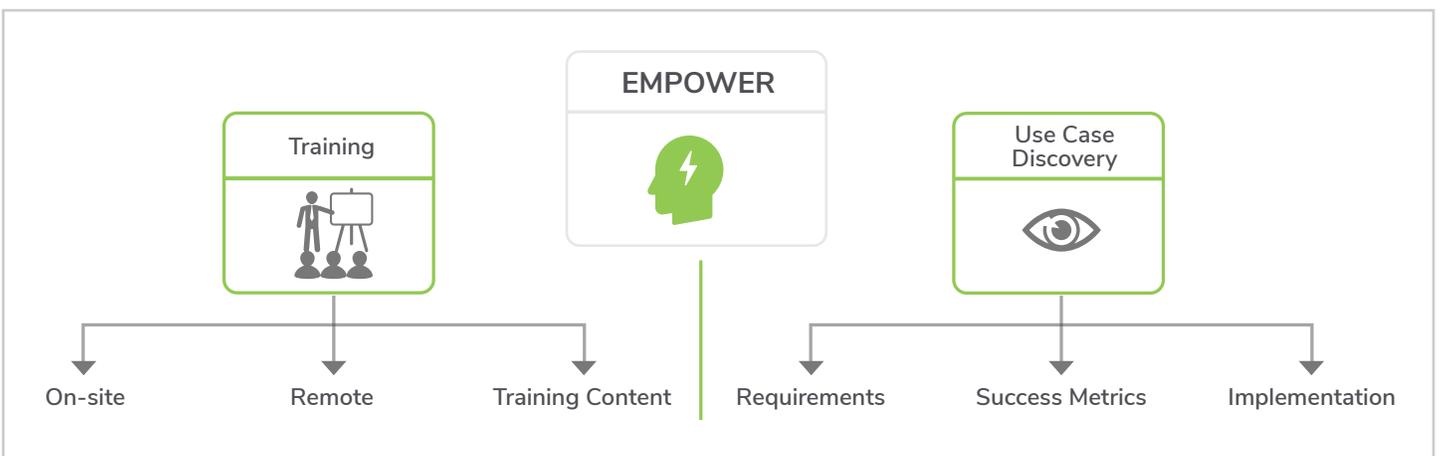


Empower

The most accurate security needs are stored in the minds of users. We provide services to help you extract those needs and action them in Demisto in a speedy manner.

Training: Dedicated Demisto professionals will provide basic and detailed training to your team and best enable them to realize value from the product in the shortest time possible. Our consultants have years of wide-ranging, real-world security and product experience that will be transferred to your team via structured knowledge transfer. We will provide on-site and remote training as well as content that your team can use in posterity to resolve clarifications.

Use Case Discovery: Each customer's security needs are different. Our team will use a discovery questionnaire to uncover your specific use case requirements, success metrics, and timelines of implementation. We will then set a regular cadence to realize these initial use cases collaboratively, imparting your team with the wherewithal to implement future use cases independently.

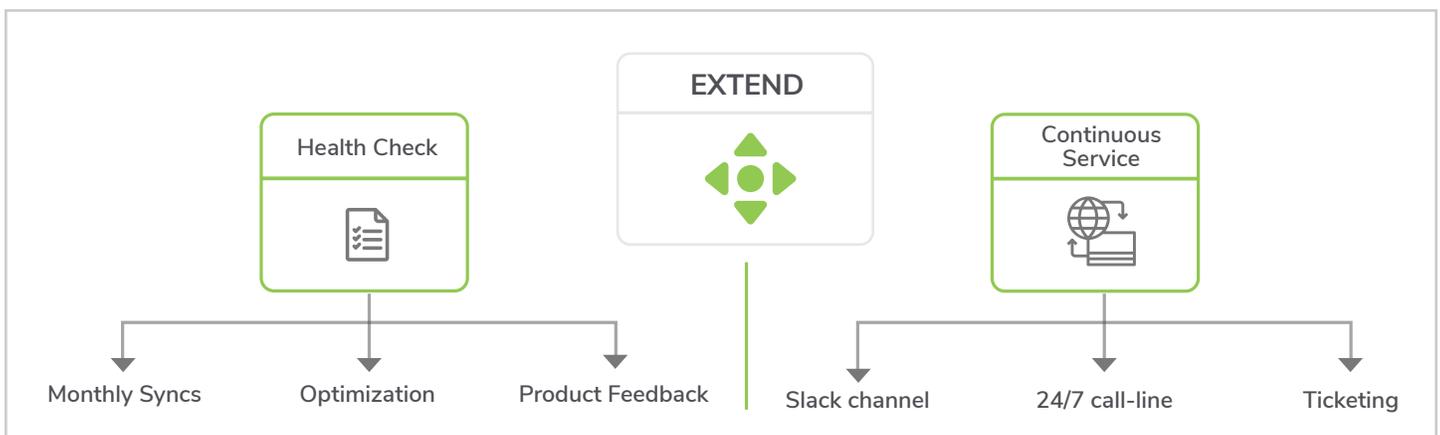


Extend

We see customer service as a sustained engagement and provide services to ensure that Demisto delivers enduring value to your organization.

Health Check: Our team will conduct periodic syncs with each customer account to assess the effectiveness of your Demisto deployment. Based on these examinations, we will recommend optimizations and modifications to help you sustain and improve your return on investment with Demisto. We will also invite regular product feedback during these syncs and implement suggestions in future product updates.

Continuous Service: Our customer success team is geographically distributed has a 24/7 Follow the Sun model to guarantee that a Demisto professional will always be on hand to resolve any outstanding issues. Slack channels for on-demand peer discussions, an 855-number to call at any time, and a streamlined ticketing system for service requests ensures a wide range of touchpoints to alleviate your problems.



How To Reach Us

Support: [+1 855-566-3268](tel:+18555663268) which is [+1 855-566-DBOT](tel:+1855566DBOT)

Email: support@demisto.com

Portal: <https://support.demisto.com>

Knowledge Center

The Demisto Knowledge Center is a dynamic source of up-to-date product FAQs, tips, instructions, and troubleshooting that users can access to extract lasting value from their Demisto deployment.

About Demisto

Demisto is the only Security Orchestration, Automation and Response (SOAR) Platform that combines orchestration, incident management and interactive investigation into a seamless experience. Demisto's orchestration engine automates security product tasks and weaves in human analyst tasks and workflows. Demisto Enterprise, powered by its machine learning technology, acquires knowledge from the real-life analyst interactions and past investigations to help SOC teams with analyst assignment suggestions, playbook enhancements, and best next steps for investigations. The platform (and you) get smarter with every analyst action. With Demisto, security teams build future-proof security operations to reduce MTTR, create consistent incident management processes, and increase analyst productivity. Demisto is backed by Accel with offices in Silicon Valley and Tel Aviv. For more information, visit www.demisto.com.