DATA SHEET

AlienVault® Success Services

Get the most out of USM Anywhere™ with regular technical success checks with AlienVault experts

AlienVault® Success Services help you to get the most out of your AlienVault USM Anywhere™ deployment. Included in the Standard and Enterprise Editions of USM Anywhere, Success Services are comprised of regular technical success checks to review your USM Anywhere architecture and optimize it for maximum performance. These technical success checks are designed to identify any configuration or usage issues that could negatively impact the way you use USM Anywhere.

Technical success checks are one-hour, remote engagements led by an AlienVault technical subject matter expert (SME). During the check, the AlienVault SME evaluates how your environment is set up and discuss how you intend to use USM Anywhere. The SME provides direct assistance and suggestions to optimize your usage of USM Anywhere. These technical success checks are performed quarterly for USM Anywhere Standard Edition customers, and monthly for USM Anywhere Enterprise Edition customers.

What Is Included in a Technical Success Check:

During the technical success check, an AlienVault Technical SME may conduct the following services:

› Assessment of your environmental health before the call, gathering performance metrics and telemetry to identify easy-to-mitigate performance issues

› Discussion of any current technical issues the customer faces, either solving for them during the call or engaging the appropriate support department

› Inspection of your overall configuration to ensure that:

> › All cloud sensors are configured properly
>
> › Network devices are sending events to the sensor
>
> › The network IDS is set up correctly
>
> › Other data sources' collections are configured properly

› Platform tuning assistance:

> › Tune and filter excessive events or alerts by identifying improperly configured data sources, reducing verbosity of logging, and filtering out at the policy level
>
> › Identify superfluous events/alerts
>
> > › E.g., "Do you know your users are using Skype?" "If yes, then you can suppress all alerts detailing normal use of this app."
>
> › Define and save custom data views for ready access to the data you are most interested in

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› Identification of relevant and helpful documentation available on alienvault.com

› Identification of pain points or misconfigurations that you may not be aware of

› Discussion to solicit product feedback and input for the AlienVault Product Team

What is Not Included in the Technical Success Check:

› *Deployment Services.* Device deployment is not within scope of the technical success check. If deployment assistance is identified as a possible resolution to any issues you are having, we may recommend professional service partners that can assist you.

› *Security Monitoring.* Technical success checks do not include any type of security monitoring, vulnerability detection, intrusion detection, or any type of security service. AlienVault Technical SMEs cannot provide any type of security assessment, analysis, or opinion as to a customer's security posture. If you would like to engage with a Managed Security Service Provider (MSSP), we can recommend an AlienVault Certified MSSP partner.

› Support for unsupported deployments, custom scripts, third-party software, or other functionality that the customer or a third party has added.