CYCOGNITO

DATASHEET

Customer Success

Succeed at every stage of your journey with CyCognito

Our Customer Success Team works alongside you to put in place the right strategies and best practices to achieve your business risk goals. We are your advocates, product experts, and strategic advisors throughout your journey with CyCognito.

To help you meet your goals, we offer three customer success plans, depending on your business needs: Basic, Standard, and Premium.

Benefit	Basic	Standard	Premium
Support Coverage	9am - 5pm Business Weekdays	24 hours Business Weekdays	24 hours 365 days a year
24x7 Access to CyCognito Knowledge Base	Yes	Yes	Yes
Onboarding Sessions	Yes	Yes	Yes
Custom Built Workflows	Zero*	One	Four
Quarterly Business Review (QBR)	Yes	Yes	Yes
Customer Success Touchpoint	No	Monthly	Bi-Weekly

**Customer's can build their own workflows with out of the box integrations*

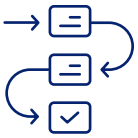
Initial Response Time

Initial acknowledgement of the issue and joint classification by customer and CyCognito support

Priority	Basic	Standard	Premium
Priority 1	1 Business Day	4 Hours	4 Hours
Priority 2	1 Business Day	6 Hours	6 Hours
Priority 3	3 Business Days	1 Business Day	1 Business Day
Priority 4	5 Business Days	5 Business Days	5 Business Days

Success Plan Details

Our customer success plans are designed to align with the complexity of your environment and provide the critical services you need to achieve your business goals with CyCognito.



Custom Built Workflows

The CyCognito professional services team will review your security operations and business process workflows to identify areas of built-in and custom recipes to further automate the process to ensure minimum MTTR can be achieved. These sessions will include:

- Review and build out of security operations and business process workflows
- Identify areas to implement built-in and custom recipes of the CyCognito platform
- Provide an estimate of reduced MTTR by automation



Quarterly Business Review

Our customer success team hosts a quarterly meeting between CyCognito and key customer stakeholders to discuss:

- Relevant metrics for attack surface changes, issue reduction, resolution time reduction
- Relevant metrics for user adoption, support case statistics, CSAT
- Changes to customer location on the maturity curve
- Progress against customer security goals
- Relevant business changes at the customer
- Discussion of upcoming CyCognito features and capabilities



Customer Success Touchpoint

- Attack surface review – Assets and Issues
- Best practices and tips
- Status of integrations and projects
- Product improvements and new features
- Action items and open tickets

To learn how the CyCognito platform uniquely helps you identify and prioritize the paths of least resistance into your IT ecosystem, so that you can eliminate them, visit **cycognito.com**.

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