

## Customer Success

# Enterprise support

For mission-critical environments

**Take advantage of dedicated priority treatment, expedited RMAs, and proactive support management.**

Digital security has become crucial to an enterprise's ability to compete, and any degradation can have serious implications to you, your company, and your customers.

How do you ensure your Corelight solutions are always optimized to perform at their best, and that your network security monitoring returns to peak performance as quickly as possible after there are problems? We can help you do just that with Corelight Enterprise Support.

Enterprise Support is a maintenance and support solution that wraps itself around Corelight's Standard Service to optimize uptime and performance. In addition to traditional break-fix coordination, this support offering provides access to a designated Corelight Technical Account Manager (TAM) to partner with your organization to help maximize availability and uptime. The TAM has an in-depth understanding of your account and connects your teams with appropriate subject matter experts (SMEs) to help you recover more quickly and to address your how-to questions so you can achieve your objectives.

Enterprise Support provides advice and support regarding Corelight products for whatever amount of time a solution takes. If your concern or issue requires more extensive professional services engagements, the TAM will frame the problem with knowledge of your account and work with other Corelight functions to propose the appropriate consulting engagements.

Because your TAM is assigned to focus on you specifically, they know you and your company, as well as your objectives, challenges, and implementation and can provide targeted recommendations. The TAM carefully coordinates both tactical and strategic support to help you achieve maximum success, recommending features and Zeek packages to optimize your investments in support of your entire Corelight portfolio.

### Benefits

Corelight Enterprise Support helps maximize uptime and optimize performance for your Corelight solutions with:

- 24x7 support availability
- Expedited escalations with one hour SLA to respond to P1 issues
- Advanced replacement of defective hardware
- Replacement hardware shipped from within region to reduce customs delays
- Replacement hardware cutoff time extended to 7:30 pm EST on business days in the US
- Replacements shipped with Next Business Day shipping
- A Corelight Virtual Sensor included for release pre-staging and testing changes to configuration, script development or package testing before production deployment (VMware, HyperV, Azure, or EC2)
- Option for monthly TAM meetings instead of quarterly
- Instant escalation to the VP Customer Success, upon request for P1 and P2 cases.
- In addition to the automated analysis the Corelight Cloud Service provides, an engineer periodically checks over your reported stats for anomalies requiring investigation or attention
- An annual report that summarizes the previous year.

### Scope

Enterprise Support covers Fleet Manager (where purchased) in addition to the Corelight Sensors.

Enterprise Support does not modify or replace any current support, maintenance, or Professional Services already purchased. Enterprise Support is a value-added, advanced support offering that bolsters customer success by focusing primarily on the health of your existing estate of Corelight solutions, thus enabling trusted and accurate analysis and performance improvements. The customer must have a current Corelight Service for products to be eligible to purchase Enterprise Support for those products. A purchase of Enterprise Support covers all customer products under a valid end-user support contract; if a customer has any Corelight products that are not under a current Corelight end-user support contract, Corelight will not provide Enterprise Support for those products. Enterprise Support is delivered remotely unless applicable Travel & Expenses (T&E) are purchased separately. This service does not include any Corelight products other than the pre-staging virtual sensor described above; all Corelight products must be purchased separately. Enterprise Support Services are offered on a minimum contract term of at least 12 months. All features and quantities described in the benefits section are offered over the applicable contract period for Enterprise Support and may not be used after such contract period has expired. Your TAM may occasionally recommend specific incremental professional services or training offerings to achieve desired business and technical outcomes. These can include packaged services or custom engagements tailored for your unique requirements. Any professional services and training engagements must be purchased separately.



Defenders have always sought the high ground in order to see farther and turn back attacks. Corelight delivers a commanding view of your network so you can outsmart and outlast adversaries. We capture, interpret, and connect the data that means everything to defenders.

**info@corelight.com | 888-547-9497**