

Customer Success

Succeed at every stage of your journey with CyCognito

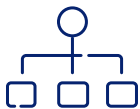
Our Customer Success Team works alongside you to put in place the right strategies and best practices to achieve your business risk goals. We are your advocates, product experts, and strategic advisors throughout your journey with CyCognito.

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

	Standard	Premium	Premium Plus
Support Coverage	9am - 5:00 pm Business Weekdays	24 hours Business Weekdays	24 hours 365 days a year
24X7 Access to CyCognito Knowledge Base	Yes	Yes	Yes
Organization Structure Curation Cadence	Quarterly	Monthly	Bi-Weekly
Comprehensive Onboarding Sessions	Yes	Yes	Yes
Custom Built Workflows	Zero	One	Four
Quarterly Business Review	Yes	Yes	Yes
Security Advisory Session	No	Quarterly	Monthly
Premium Executive Reporting and Review	No	No	Yes
Monthly External Risk Insights and Recommendations	No	No	Yes

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.



Organization Structure Update Cadence

Represents the frequency at which changes to the overall organization structure (example: subsidiaries added due to acquisition or removed due to divestment) are reflected in CyCognito.



Security Advisory Session

Session with CyCognito Customer Success discussing:

- Data insights and forensics on attack surface
- Security Coverage Assessment"
- Remediation best practices and tips
- Incident response assistance



Premium Executive Reporting and Review

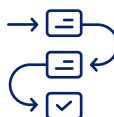
Executive summary of an organization's attack surface including current state of risk; overall risk trend by month; key categories / sources of risk; efficient remediation path to risk reduction; and relative / benchmarked risk posture.



Quarterly Business Review

Customer Success Team hosts a quarterly meeting between CyCognito and key customer stakeholders discussing:

- 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 maturity curve
- Progress against customer security goals
- Relevant business changes at the customer
- Discussion of upcoming CyCognito features and capabilities



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 built 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



Monthly External Risk Insights and Recommendations

Monthly expert analyst review of an organization's high and critical issues with the goal of finding and tagging or archiving false positives.

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.