ThreatConnect

ThreatConnect's Customer Success Team

ThreatConnect Customer Success

From implementation through the life of your subscription, your success is important to us. At ThreatConnect, you have a dedicated Customer Success (CS) team to help you minimize risks and overcome hurdles to productivity. We partner with you to ensure that you are maximizing the value of the Platform as your security and business needs grow.

The moment you become a ThreatConnect customer, you begin your onboarding journey. You will work closely with your Customer Success Manager (CSM), who serves as your point of contact for training, Platform updates, project or program requests and any future goals. During your onboarding journey, a Customer Success Engineer (CSE) will assist with the implementation and configuration of your instance. As the CS team will become very familiar with your environment and deployment, they are equipped to address your requests quickly and accurately.

Your ThreatConnect Customer Success team works with your organization to:

- Cultivate a continuing relationship over the course of your subscription with regular communication

- Guide you through your onboarding journey

- Strategize your adoption of ThreatConnect defined use cases

- Define strategic and tactical objectives for organizations of any size

- Identify the teams and stakeholders in your organization and understand their needs

- Fast-track the deployment and configuration of your ThreatConnect instance and integrations

- Train your team as new features and capabilities are added to the ThreatConnect Platform

- Pinpoint opportunities for ThreatConnect to accelerate your existing processes and tradecraft

- Articulate your vision to the Product Management team to help shape the future of the ThreatConnect Platform

- Coordinate with our in-house Support Team to ensure any issues are resolved quickly and effectively

Elite Customer Success

ThreatConnect also offers the **Elite Customer Success Engineer (CSE) Program**. When you engage an Elite CSE, you will have them on-premises to provide:

- Consulting on how to implement a strategic and operational threat intelligence programs

- Training on product usage and intelligence best practices, tailored to your organization's needs

- Expedited development of product features and integrations

  - Fast-tracked consultation of requirements with Product Management

  - Prioritized implementation of supported integrations

- Assurance that key intelligence needs are identified and feedback mechanisms are established with the:

  - CISO/CIO/Executive Teams

  - SOC, IR, Vulnerability Management Teams

  - External Parties

Training Workshops

Ensure continued success and growth within your security program with a variety of ThreatConnect Training Workshops. Carried out by ThreatConnect experts from our Customer Success teams, these trainings are customized to your team's needs and held onsite at your organization to expedite time to value. The spectrum of courses offered is constantly expanding, and include: *Best Practices for Threat Analysis Workshop, Building Playbooks – Basic & Intermediate Training*, **and** *In-depth Threat Analysis Workshop.*
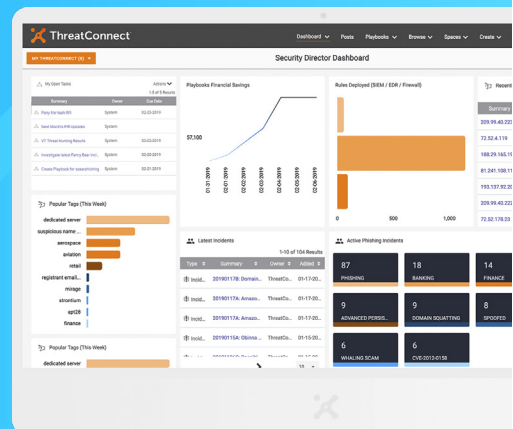
Frequently Asked Questions

1 **What happens when I become a ThreatConnect Customer?**

   a. **Dedicated Cloud Customers:** You will receive a welcome email with instructions on how to immediately access your ThreatConnect account.

   b. **On-Prem Customers:** You will receive a welcome email and instructions on how to schedule a deployment call.

   c. Your CSM will reach out to you to schedule a kickoff call once you are deployed.

   d. During your kickoff call, you will discuss what the customer journey is like and prioritize your use cases.

2 **What is Included in the Install/Configuration?**

   a. We will white-glove your Dedicated Cloud account to include all OSINT feeds and general system setup/configuration aligning your account with what you are licensed for.

   b. If you are an On-Prem customer we will have our deployment team work with yours to help install your ThreatConnect account.

3 **What is the Process for On-Prem Deployments?**

   a. You will schedule an initial meeting with the deployments team (link for scheduling will be included in the welcome email). During this meeting, you will get details about the installation and receive the ThreatConnect Installation Guide.

   b. Typical On-Prem installation will take 4-6 hours and you will be assisted by a ThreatConnect Deployment Engineer.

   c. The environment in which the platform will be installed must have all requirements from the ThreatConnect Installation Guide met.

   d. The typical installation timeline is around 30 days but largely depends on the customer's schedule and resources available.

4 **What is included in the Training package?**

   a. You get full access to the ThreatConnect Knowledge Base which has articles and guides on how to best use the platform.

   b. Your team will have access to the ThreatConnect LMS which gives your teams various walkthroughs on platform operations as well as role-based learning paths.

   c. The Implementation Engineer responsible for helping onboard your team will lead 3 three hour live sessions that cover every aspect of the platform. These trainings are meant to be interactive so your team can get the most of having a live resource on hand. Once completed, the session recordings will be packaged and sent to you so that you may reference them or share them with new team members in the future.

5 **How long before we can go live with the platform?**

This will ultimately depend on the use cases that you have and the package that you are subscribed to. Each package level has a certain amount of Implementation days associated with it for an engineer to be on-hand to help with the configuration of said use cases.

6 **What does the Onboarding and Implementation process look like?**

Your onboarding journey will largely be handled by the Implementation Engineer helping you with your use cases. Over the course of your onboarding, they will be responsible for helping you configure your use cases and making sure that your team is trained on how to use the platform. Implementation sessions will be scheduled during this time frame so that your team can learn from the engineer and become familiar with how the process works for any future integrations that you would like to implement.

7 Does the Customer Success team provide services for things like building playbooks or threat intel analysis?

Your Implementation Engineer will help your team build out your agreed-upon use cases within the allotted time frame based on your subscription. If you are interested in having additional playbooks or use cases built out our Professional Services team will be able to assist.

8 What does continued support for our growth look like?

Your CSM will remain your bridge to everything ThreatConnect for the duration of your subscription. You will be updated on all new ThreatConnect features, able to meet with the Product team for Product Roadmaps, and have EBRs with your CSM to discuss further adoption and uses for your ThreatConnect platform.

9 What is the difference between Customer Success and Professional Services?

Customer Success is here to help guide you through things that you are trying to accomplish with the platform. Customer Success will put the necessary resources in your hands for you to build things out and be successful on your own.

Professional Services is a pay-by-engagement service where our team will scope out what you are trying to accomplish (playbooks, app integrations, etc.) and build it for you. Once our Professional Services team has built something for you, you will have 14 days to test in your environment to ensure things are working.

10 How do you support future integrations I might want done or new features I think would help us succeed?

We love hearing about what you think could make the platform better and easier to use. Our Product team takes feedback from customers in both live Product Roadmap sessions and through a portal in which your feedback can be submitted. In this portal, you can also follow along with what the Product team is currently working on and see some of the projects that are on the horizon.

ThreatConnect™

Designed by analysts but built for the entire team (security operations, threat intelligence, incident response and security leadership), ThreatConnect's intelligence-driven security operations platform is the only solution available today with intelligence, automation, analytics, and workflows in a single platform. Centralize your intelligence, establish process consistency, scale operations, and measure your effectiveness in one place. To learn more about our threat intelligence platform (TIP) or security orchestration, automation, and response (SOAR) solutions, visit ThreatConnect.com.

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