



ThreatConnect's Customer Success Team



ThreatConnect Customer Success

From implementation, through the life of your subscription, your success is important to us. ThreatConnect's Customer Success Team is here to minimize your 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.

At ThreatConnect®, you have a dedicated Customer Success (CS) team. Your Customer Success Manager (CSM) serves as your point of contact for training, Platform updates, project or program requests, and any future goals; and a Customer Success Engineer with technical expertise helps with Platform architecture and integration strategies, and best practices. Your CS team is very familiar with your environment and your deployment, and addresses 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
- ✓ Define strategic and tactical objectives for organizations of any size
- ✓ Plot a course for growth and exploration of new types of intelligence analysis
- ✓ Identify the teams and stakeholders in your organization and understand their needs
- ✓ Develop intelligence processes to serve your business 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



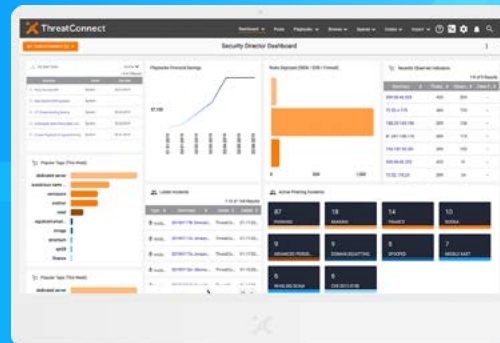
Elite Customer Success

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/Exec Teams
 - SOC, IR, Vuln 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 Research and 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.*



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.

ThreatConnect.com

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