

DATASHEET

CUSTOMER SUCCESS

Your expert guide, facilitator, and advocate for all things Mandiant Advantage

PREMIUM BENEFITS

- **Monitoring and Support**
Designates a Customer Success Manager to oversee your journey with Mandiant Advantage, ensuring your goals and objectives are realized.
- **Access to Expertise**
Designates a Technical Account Manager to work with you and Mandiant experts to help integrate Mandiant Advantage capabilities into your processes and technology.
- **Advocacy**
Brings your interests and needs to developers and executives responsible for shaping the present and future capabilities of Mandiant Advantage.
- **Greater Adoption**
Helps customize your engagement and experience to ensure stronger integration and regular use of Mandiant Advantage within your workflows.
- **Maximum Return on Investment**
Provides guidance and support tailored to your specific requirements to get the most out of your subscription.

Mandiant Advantage includes access to a wide range of security solutions and capabilities. Whether you're a new or a seasoned security professional, you'll want to be sure to tap into the full potential of the SaaS platform for your security program.

Mandiant Customer Success focuses on helping you onboard and actively get value out of the capabilities included in your Mandiant Advantage subscription. Available in two levels of engagement, Customer Success offers strategic guidance and deep technical subject matter expertise. It addresses your specific needs and guides integration of Mandiant Advantage into your processes and workflows.

Subscription Levels

Basic

Included with all Mandiant Advantage subscriptions, Basic provides essential "getting started" support. It is ideal for new and existing Mandiant Advantage customers who know the platform and have well established technical and procedural integrations. Basic includes onboarding, user provisioning and knowledgebase access services.

Premium

Building on Basic, Premium designates a Customer Success Manager (CSM) to focus on your specific goals and objectives, apply knowledge of your environment to guide usage and adoption of Mandiant Advantage and act as your advocate within Mandiant. The CSM works with a designated Technical Account Manager (TAM) who supports your deployment efforts and helps you fully integrate Mandiant Advantage capabilities into your processes and technology. Premium lets you tap into the breadth of expertise available across Mandiant and use it on a daily basis to support a wide range of cyber security use cases. It is recommended for all customers with evolving programs and requirements.

Security Validation customers may purchase the Premium+ add-on, intended for advanced product deployment and optimization assistance within complex environments, addressing your unique needs with expert Mandiant direction.

**Mandiant Customer Success
Subscriptions and Entitlements**

		BASIC	PREMIUM
Product Support	24/7/365 Web Portal and Phone Support	•	•
	Knowledge Base Access	•	•
Education Services	Community Access	•	•
	E-Learning Product Training	•	•
	Instructor Led Training	Add-On	Add-On
	Weekly Executive Intelligence Briefing Access	Add-On	•
Deployment Services	Product Onboarding and Provisioning	•	•
	Integration and Configuration Assistance	•	•
	Upgrade and Product Release Support	•	•
	Proactive Deployment Health and Usage Monitoring	•	•
Management Services	Designated Customer Success Manager		•
	Customized Success Plans		•
	Escalation Management		•
	Operational and Executive Business Reviews		•
Premium+ Services For Security Validation	Advanced Product Deployment and Optimization Assistance w/Designated Technical Account Manager		Add-On

Learn more at www.mandiant.com

Mandiant

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About Mandiant

Since 2004, Mandiant® has been a trusted partner to security-conscious organizations. Today, industry-leading Mandiant threat intelligence and expertise drive dynamic solutions that help organizations develop more effective programs and instill confidence in their cyber readiness.

