

Security Customer Success


Accelerate adoption. Ensure your security operations objectives are achieved.


Optimize your Google Cloud Security integration to achieve desired business outcomes with our team of security experts. Choose the success offering that best fits your organizational needs and acquired security subscriptions.


Google Cloud Security Customer Success focuses on helping you onboard, adopt, and maximize value from your Google Cloud Security subscription. Available in three levels of engagement, Customer Success offers strategic guidance and deep technical subject matter expertise. It addresses your specific needs and guides integration of Google Cloud Security products into your processes and workflows.


Expert & Expert+ Benefits

 **Designated Program Management**
Designated Program Management: Your designated Customer Success Manager, Technical Solutions Consultant, and Security Advisor (with Expert+) oversee your journey with Google Cloud Security, ensuring your goals and objectives are realized.

 **Access to Expertise**
Access to Google security experts who help integrate and optimize acquired product capabilities, with complementary services and training to support your unique and dynamic operational needs.

 **Greater Adoption**
Customize your engagement and experience to ensure stronger integration and regular use of Google Cloud Security within your workflows.

 **Maximum Return on Investment**
Provides tailored guidance and operational expertise to help maximize product adoption within your unique environment.

 **Advocacy**
Brings your interests and needs to developers and executives responsible for shaping the present and future capabilities of Google Cloud Security products.

Subscription Levels

Standard
Standard Customer Success enables all applicable security product customers with an array of digital onboarding tools that deliver onboarding and adoption support through self-guided subscription walkthroughs and supporting documentation. Designed for hands-on technical organizations, Standard Customer Success provides access to our community and knowledge base with continual e-learning product training available.

Applicable security products include: Chronicle Security Operations, Threat Intelligence, Attack Surface Management, and Security Command Center. Professional Services on-boarding and deployment is required for all Chronicle Security Operations subscriptions.

Expert
Expert Customer Success includes all Standard services with additional entitlements, including a designated Customer Success Manager (CSM) and Technical Solutions Consultant (TSC). Expert Success is designed for organizations seeking rapid adoption and maximum value from acquired security subscriptions. CSM's and TSC's combine deep product capability expertise with your requirements to build customized success plans. The team then helps drive plan execution through program management support and ongoing technical guidance and stakeholder engagement, acting as your advocate and voice within Google.

Expert+

Expert+ Customer Success includes all Expert services with additional entitlements, including expert advisory assistance for Chronicle Security Operations planning and adoption through a designated Security Advisor (SA). Designed for the optimization of dynamic security subscriptions, SA's provide security operations expertise through training, enablement, guidance on best practices, and process enhancements for Google Security platform adoption. SA's help develop strategic security product planning, including configuration and integration assistance, environment architecture, use case reviews, and technical security assistance specific to Chronicle Security Operations and solutions including Chronicle.

Customer Success Subscriptions and Entitlements

Security Customer Success Offerings	Standard Included	Expert Annual Fee	Expert+ Annual Fee
Onboarding & Training Resources:			
Deployment guides & knowledge base access	●	●	●
E-learning product training courses	●	●	●
Community access, forums & resources	●	●	●
Adoption & Acceleration Services:			
Google cadence & adoption lead		●	●
Product deployment advisory		●	●
Customized success planning & program management		●	●
Ongoing operational reviews & briefings		●	●
New feature adoption & enablement		●	●
Escalation support & management		●	●
Advanced Adoption Advisory Services:			
Modern SOC design & operations advisory			●
Customized product & technical training			●
Advanced use case workshops			●
Product & process optimization advisory			●
Google Resources per Plan:			
Implementation & adoption help desk	●	●	●
Designated customer success manager		●	●
Designated technical solutions consultant		●	●
Designated security advisor			●

****Not included** Professional Services:** Onboarding with Professional Services is required for Chronicle, solutions including Chronicle.

****Not included** Product Technical Support:** Google Cloud Customer Care services available separately, click [here](#) for more details.