

# Customer Success

## Premium benefits

- **Designated Program Management**  
Your designated Customer Success Manager and Technical Account Manager oversees your journey with Mandiant Advantage, ensuring your goals and objectives are realized.
- **Access to Expertise**  
Access to Mandiant experts help integrate Mandiant Advantage capabilities while complementary services, training and expertise support your unique and dynamic operational needs.
- **Greater Adoption**  
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.
- **Advocacy**  
Brings your interests and needs to developers and executives responsible for shaping the present and future capabilities of Mandiant Advantage.

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

Mandiant Advantage includes access to a wide range of security solutions and capabilities. Whether you're a new or a seasoned cyber security professional, you'll want to be sure to take advantage of 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, a Basic subscription 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. A Basic subscription includes onboarding, user provisioning, 24x7 web portal/phone support and knowledgebase access.

### Premium

Building on Basic, a Premium subscription 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 with Expertise On Demand

Expertise On Demand is a recommended add-on for Premium customers. Expertise On Demand provides customers with the flexibility to access a wide range of Mandiant expertise via products, services, training and solutions to serve the dynamic requirements of your cyber security program.

### Premium+ for Mandiant Advantage Security Validation

Mandiant Security Validation customers may purchase the Premium+ optional subscription. Intended for advanced product deployment and optimization assistance within complex environments, Premium+ addresses your unique needs with expert technical direction.

## Mandiant Customer Success Subscriptions and Entitlements

	Basic	Premium
<b>PRODUCT SUPPORT</b>		
24x7 Web Portal and Phone Support	<input type="radio"/>	<input type="radio"/>
<b>EDUCATION SERVICES</b>		
Knowledge Base Access	<input type="radio"/>	<input type="radio"/>
Community Access	<input type="radio"/>	<input type="radio"/>
E-Learning Product Training	<input type="radio"/>	<input type="radio"/>
<b>DEPLOYMENT SERVICES</b>		
Product Onboarding and Provisioning	<input type="radio"/>	<input type="radio"/>
Integration and Configuration Assistance	<input type="radio"/>	<input type="radio"/>
Upgrade and Product Release Support	<input type="radio"/>	<input type="radio"/>
Proactive Deployment Health and Usage Monitoring	<input type="radio"/>	<input type="radio"/>
<b>MANAGEMENT SERVICES</b>		
Designated Customer Success Manager		<input type="radio"/>
Customized Success Plans		<input type="radio"/>
Escalation Management		<input type="radio"/>
Operational and Executive Business Reviews		<input type="radio"/>
<b>EXPERTISE ON DEMAND</b>		
Flexible Access to Consulting Services, Threat Intelligence and Cyber Security Training/Certifications		Recommended
<b>MANDIANT SECURITY VALIDATION PREMIUM+</b>		
Advanced Product Deployment and Optimization Assistance w/Designated Technical Account Manager		Recommended

Learn more at [www.mandiant.com](http://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.

