SOLUTION BRIEF

CYBERX CUSTOMER SUPPORT & MAINTENANCE SERVICES

Helping You Be Successful with IoT/OT Cybersecurity & Unified IT/OT Security Monitoring

Overview

The CyberX platform combines patented machine-to-machine behavioral analytics and self-learning with proprietary threat intelligence to deliver immediate insights without relying on rules or signatures, specialized skills, or prior knowledge of the environment.

CyberX also understands that securing your IoT/OT network is a mission-critical task. Our customer support and maintenance services are designed to ensure you have continuous visibility into your IoT/OT environment and that your CyberX solution has been optimally configured to deliver the most value to your security and operations teams. We also provide a range of services to enable unified IT/OT security monitoring and incident response in your current SOC.

Customer Support Services Plans

CyberX provides both Standard and Premium options that are designed to meet the unique needs of your business and make you successful.

STANDARD SUPPORT

- **Online help center:** Access to product documentation, problem resolution databases, and a customer forum where you can share information with your peers.
- **Technical support:** Direct access to product experts.
- **Customer update webinars:** Educational sessions describing new capabilities and "tips and tricks" for getting the most from your CyberX deployment and integrating with your existing environment and tools.
- **Case management:** Submit, update, check status, and manage support tickets via our online ticketing system.

PREMIUM SUPPORT:

- 24x7 Technical Support
- Dedicated Customer Success Manager
- Priority Routing
- Health Checks
- Prioritized Enhancement Requests
- Customer Advisory Board Membership

OPTIONAL SERVICES:

- Organizational Alignment Workshop
- Network Architecture Planning
- On-Boarding Services
- SOC Enablement
- Unlimited Online Training (LMS)
- Instructor-Led Training (Remote or On-Site)
- Onsite Incident Response & Forensic Services
- Annual Red Team Exercises
- Resident Consultant
• **Enhancement requests:** Submit enhancement requests via the ticketing system.

• **Software updates:** Regular updates featuring new and enhanced capabilities plus bug fixes.

• **Threat intelligence updates:** Regular updates to CyberX’s proprietary IoT/OT threat intelligence.

• **Hardware warranty:** In the event of hardware failure within warranty, we will send you a replacement or arrange repair (whichever is most convenient for you). We use standard hardware from major server manufacturers.

### PREMIUM SUPPORT

Premium Support includes all of the features in Standard Support plus:

• **Premium support hours:** 24x7 access to technical support engineers.

• **Dedicated CSM:** A focused customer advocate who’s familiar with your environment, business objectives, and deployment plans. Includes ongoing project management and bi-weekly meetings to optimize deployment and operation of the system.

• **Priority routing of issues:** For faster resolution.

• **Health checks:** Quarterly checks of your configuration and tuning of your CyberX environment to maximize performance and minimize unnecessary noise.

• **Prioritized enhancement requests:** Your enhancement requests will be prioritized in roadmap planning cycles.

• **Customer Advisory Board Membership:** Provide input on product roadmap and future features.

### OTHER OPTIONAL SERVICES

• **Organizational alignment workshop:** This on-site, one-day workshop will align all internal department executives to set you up for successful deployment.

• **Network architecture planning:** A CyberX expert thoroughly reviews your IT/OT network architecture and identifies ideal locations for centrally-managed CyberX collector appliances to achieve full coverage with optimum performance.

• **On-Boarding services:** On-site or remote deployment and a dedicated project manager who works closely with your Project Manager to support a successful rollout based on CyberX’s extensive experience. Includes planning of rollout activities such as site selection and preparation. Can also be applied to deployments of upgrades and later expansions to additional sites.

• **SOC enablement:** We’ll “IoT/OT-enable” your SOC team via in-depth workshops introducing them to IoT/OT use cases, rules, and workflows. We’ll also customize your current SOC workflows to support the unique characteristics of IoT/OT, and develop custom integrations with your existing security stack (SIEMs, ticketing systems, firewalls, secure remote access, etc.).

• **Instructor-led training:** Conducted remotely or on-site, this two-day instructor-led course will educate users and administrators about IoT/OT security and the CyberX platform.

• **Incident response and forensic services:** CyberX IoT/OT experts are available to supplement your in-house IT IR team with the proven expertise of cyber experts who previously performed incident response for nation-state threats, either on retainer or as a one-time service. We’ll speed incident response by performing:
  • Case analysis and scope determination
  • Data acquisition and preservation
  • Network- and host-layer forensics
  • Malware analysis
  • Remediation and clean-up
  • Delivery of a comprehensive incident response report

We also provide readiness assessments with simulated scenarios to test your end-to-end incident response process.

• **Annual red team exercise:** CyberX administers an internal IoT/OT cyberattack simulation to analyze your SOC team’s operational processes, and will provide guidance on how to improve your IoT/OT incident response.

• **Resident consultant:** CyberX provides a long-term on-site consultant, dedicated exclusively to helping your team with CyberX deployment and ongoing day-to-day operations.

• **Unlimited online training (LMS):** Provide consistent and effective training across all sites with CyberX’s online training platform, including video courses and evaluations.
We know what it takes.

Funded by Norwest Venture Partners, Qualcomm Ventures and other leading venture firms, CyberX delivers the only cybersecurity platform built by blue-team experts with a track record of defending critical national infrastructure. That difference is the foundation for the most widely deployed platform for continuously reducing IoT/OT risk and preventing costly outages, safety and environmental incidents, theft of intellectual property, and operational inefficiencies.

CyberX delivers the only IoT/OT security platform addressing all five requirements of the NIST CSF and all four requirements of Gartner’s Adaptive Security Architecture. CyberX is also the only IoT/OT security company to have been awarded a patent for its M2M-aware threat analytics and machine learning technology.

Customers choose CyberX because it’s the simplest, most mature, and most interoperable solution for auto-discovering their assets, identifying critical vulnerabilities and attack vectors, and continuously monitoring their IoT/OT networks for malware and targeted attacks. What’s more, CyberX provides the most seamless integration with existing SOC workflows for unified IT/OT security governance.

For more information, visit CyberX.io or follow @CyberX_Labs.