

LogRhythm Axon

Services for Customer Success



There is a lot riding on the shoulders of your security operations team — protecting the organization's reputation, safeguarding sensitive client information, and ensuring the organization's ability to deliver products and services. Our Services team can help you safeguard your mission-critical systems with expert support, guidance, and expedited onboarding to realize a faster time to value and to supplement any talent gaps in your team.

- Obtain rapid results with services that will get you operating efficiently; from onboarding log sources to security analytics to incident management, we'll help you ensure your environment is secure by enabling seamless threat detection, investigation, and response
- Discover best practices while taking advantage of the knowledge base of expert consultants
- Design use cases specific to your business needs or lean on our expert recommendations to get the most value out of your deployment

We're your trusted partner to help you achieve your goals and that starts with a strong deployment. With two onboarding sessions and three months of enablement included with the [LogRhythm Axon platform](#), our consultants will use their experience to rapidly bring your systems onboard and enable your team to seamlessly take on daily operations. If you require additional support in building your platform outside of the initial launch and self-guided resources, our Services team is here to help you achieve faster deployment based on your requirements and use cases.

Benefits

- **Quick Deployment and Onboarding:** Expert support and guidance will enable you to rapidly ensure the Axon platform is fully optimized
- **Execute Seamlessly:** Deploy the platform, easily implement use cases that are specific to your company, and train your employees quickly
- **Flexible Options:** Self-guided training, professional and consulting services to help you gain a faster time to value; choose what works best for your business

Service Options

Included with LogRhythm Axon



Standard Success

You will receive two onboarding sessions and three months of enablement with weekly meetings to help you get started with confidence. Our LogRhythm experts will guide you through setting up your log sources, help customize your dashboards, searches, and reports, and create use cases and security analytics specific to your organization. In addition, explore self-guided resources such as online training, videos, and community advice.

Specialized service options to meet evolving business requirements



Enhanced Success

Enhanced Success includes all the value of Standard Success, adding new security focus through threat hunting consultation, building analytics rules, and streamlining incident response through case management to further strengthen your security operations program. Tap into our team's expertise to refine your goals and create a 360-degree view of your environment. As your team encounters challenges or new feature releases, our consultants will be there to support you and present best practices to keep your team focused on outcomes.



Signature Success

Signature Success is a comprehensive service that takes the Enhanced Success to the next level by providing clients with a more expansive and well-rounded approach to security. Our team of experts work tirelessly to ensure that we deliver the highest quality services, including maturity assessments, collection architecture guidance, audit readiness preparation and LogRhythm SIEM/Cloud to Axon migrations. These added services aid you in maintaining a secure environment while also building a mature security operation. Our Signature Success consultants are available to meet with you several times per week, providing a flexible schedule that accommodates your needs.



Accelerate a specific scope



Professional Services

Access specialized resources to help jumpstart a specific need for your company. LogRhythm will configure agents, onboard log sources, enable security analytics, and implement reports, lists, dashboards, custom content, and LogRhythm SIEM/Cloud to Axon migrations. Based on a statement-of-work (SOW), you can accelerate specific scope for greater vantage points into the platform for analysis.

		Standard Success	Enhanced Success	Signature Success	Professional Services
		Consistent programs throughout the term			Accelerate specific scope
Foundation	Onboarding (2 sessions)	✓	✓	✓	✓
	24x7 customer support	✓	✓	✓	✓
	LogRhythm community & documentation	✓	✓	✓	✓
	Embedded product training	✓	✓	✓	✓
	Named customer success manager	✓	✓	✓	✓
	LogRhythm SIEM/Cloud migration to Axon			✓	✓
Discover	Agent deployment	3 Months	✓	✓	✓
	Log source onboarding	3 Months	✓	✓	✓
	Custom processing policies	3 Months	✓	✓	✓
	Saved search	3 Months	✓	✓	✓
	Dashboards	3 Months	✓	✓	✓
	Reports	3 Months	✓	✓	✓
	Security analytics	3 Months	✓	✓	✓
	Use cases	3 Months	✓	✓	✓
Defend	Case Management		✓	✓	✓
	Response playbooks (<i>pending feature availability</i>)		✓	✓	✓
	Threat hunting		✓	✓	✓
	Compliance (<i>pending feature availability</i>)		✓	✓	✓
Grow	Security operations maturity assessments			✓	✓
	Growth roadmap development			✓	✓
	Architecture design			✓	✓
	Audit readiness assessment & prep			✓	✓
	Support monitoring & escalation			✓	
Logistics	Schedule	Weekly for 3 months	Weekly	Weekly + Ad Hoc	Defined by SOW & project mgr
	Duration	License term (except where designed)	9-36 Months	9-36 Months	Defined by SOW & project mgr

-  Included with Success Services
-  Scope for accelerated delivery

Features

Our experts can help you with:

Agent Deployment: Set up Axon agents and collectors to easily ingest on-premises and cloud sources.

Log Source Onboarding and Parsing: Ensure proper parsing policies and help create new policies for unidentified log sources.

Saved Search: Build out business specific searches to execute on-demand or run as a scheduled report.

Dashboards: Customize widgets and dashboards based off your business needs for security visibility and analysis.

Reports: Create and save reports that identify and track pertinent security information which can run ad-hoc or on a scheduled basis.

Security Analytics: Surface the most pertinent threats to your business by building out-of-the box and custom analytics rules.

Use Case Development: Achieve your business and security objectives by developing use cases that are specific to your organization's goals.

Threat Hunting: Learn how to combat the most pertinent and latest cybersecurity threats specific to your environment. We'll help guide you through best practices to continuously monitor and respond to threats.

Case Management: Automate incident response by prioritizing your security operations center (SOC) team's processes through investigation workflows, automatic creation of cases from analytics rules, and case email notifications.

Response playbooks (pending feature availability):

Ensure the right response activity related to surfaced threats.

Compliance (pending feature availability): Reduce the burden of assuring and demonstrating regulatory compliance by easily deploying prebuilt reports.

Maturity Assessments: Assess your current security posture and identify opportunities for planned improvement.

Growth Planning: Identify goals and create milestones that will help you build a mature security operation.

Architecture Design: Design effective log collection strategies based off your requirements to help you be cost effective and efficient.

Audit Readiness: Get expert guidance and support to ensure you are fully prepared for your next regulatory audit, allowing you to navigate the process with confidence and ease.



Interested in Learning More? Reach out to get started:
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