

## CUSTOMER SUCCESS

Mandiant is ready to help you quickly realize the transformative experience the Mandiant Advantage platform promises. Our team of experienced practitioners and customer engagement specialists is a key resource for utilizing Mandiant's industry-leading expertise, as they are available for use.

### Overview

Customer Success Managers and Technical Solutions Consultants provide strategic subject matter expertise and technical deployment assistance, guiding your overall success with Mandiant. Mandiant provides Basic and Premium success plan options that fit your business requirements and team needs.

### Subscriptions and Entitlements

On this page we've included an overview of the entitlements based on your subscription. For full details, see the [Customer Success Service Description \(https://docs.mandiant.com/home/customer-success-service-description\)](https://docs.mandiant.com/home/customer-success-service-description).

- **Basic:** The Basic Success Plan is provided to all paid Mandiant Advantage customers. It includes onboarding and deployment support, along with access to our Knowledge base of enablement material that will guide your use of the platform, and 24/7/365 customer support.
- **Premium:** The Premium Customer Success Plan ensures you achieve your targeted outcomes leveraging Mandiant Advantage. Working as an extension of your team, a designated Success Manager develops customized success plans, oversees execution to ensure value is delivered to stated objectives, directly engaging with subject matter expertise across Mandiant as necessary.

		BASIC	PREMIUM
<b>Product Support</b>	24/7/365 Web Portal and Phone Support	•	•
	Knowledge Base Access	•	•
<b>Education Services</b>	Community Access	•	•
	E-Learning Product Training	•	•
<b>Deployment Services</b>	Product Onboarding and Provisioning	•	•
	Integration and Configuration Assistance	•	•
	Upgrade and Product Release Support	•	•
	Proactive Deployment Health and Usage Monitoring	•	•
<b>Management Services</b>	Designated Customer Success Manager		•
	Customized Success Plans		•
	Escalation Management		•
	Operational and Executive Business Reviews		•
<b>Expertise on Demand</b>	Flexible Access to Consulting Services, Threat Intelligence and Cyber Security Training / Certifications		Recommended
<b>Premium+ Services For Security Validation</b>	Advanced Product Deployment and Optimization Assistance w/Designated Technical Account Manager		Recommended