



A Team of Experts

Protecting critical assets across on-premises datacenter and public cloud environments is more important than ever, and it increasingly requires specialized expertise to keep pace with new application deployment models and an evolving threat landscape. The Guardicore Professional Services team is staffed by security experts with extensive training and real-world experience in both the private sector and military intelligence organizations. Our flexible service offerings provide access to this specialized expertise to help your in-house teams implement best-of-breed security from the datacenter to the cloud.

Our services packages offer multiple solutions to secure data center and cloud environments with Guardicore's technology, providing peace of mind that your critical assets will be protected.

The following Guardicore service offerings are available:

- **Support Plans:** Responsive, expert assistance is available on both a business hours or 24x7x265 basis to support a wide range of needs.
- **Professional Services:** Dedicated expert engineers work with your team to implement the Guardicore platform, with Joint or Turnkey implementation packages to provide the desired level of support.
- **Technical Account Manager (TAM):** A named engineer embedded with your team(s) proactively supports all aspects of your Guardicore implementation.
- **Cyber Security Analyst:** Specialized security experts apply the power the Guardicore Centra platform to monitor and analyze security activity and proactively hunt for new threats.
- **Training & Certification:** Our hands-on training and practical certification program ensures you are equipped to maximize the value of your Guardicore Centra deployment.

Guardicore Support Plans

Service	Standard	Premium	Elite
Support Availability	0800-1700 (based on geo)	24x7x365	24x7x365 + Designated Customer Success Engineer
Unlimited Cases	✓	✓	✓
Upgrades and Fixes	✓ (only major release and critical fixes)	✓	✓
Phone, Email, Slack and Portal	✓	✓	✓
Root Cause Analysis		✓	✓
Regular Support and Business Review Meetings			✓
Priority Case Handling by a Designated Engineer			✓
Proactive Support and Personalized Alerts			✓
Onsite Consultation Days			✓



About Guardicore

Guardicore is a data center and cloud security company that protects your organization's core assets using flexible, quickly deployed, and easy to understand micro-segmentation controls. Our solutions provide a simpler, faster way to guarantee persistent and consistent security – for any application, in any IT environment.

More information is available at www.guardicore.com