

SERVICE OVERVIEW

LogRhythm Co-Pilot Services are ideal for organizations that may be short-staffed, not yet platform experts, or expect rapid ROI from their security investment.

These services are designed to help you get the maximum value out of your LogRhythm platform.

LogRhythm Co-Pilot Services:

- ▶ Admin Co-Pilot for platform health
- ▶ Analytics Co-Pilot for threat detection
- ▶ Content Co-Pilot for content customization



Admin Co-Pilot Service

The Admin Co-Pilot Service pairs you with a LogRhythm platform expert who acts as an extension of your team to ensure that your platform is optimized for peak health and performance.

Your Admin Co-Pilot performs regular assessments of your platform's health, applying best practices and resolving issues before they become problems. They ensure that all software patches are applied, helping your team benefit from LogRhythm's latest capabilities. At certain MPS levels, your Admin Co-Pilot also provides major LogRhythm upgrades.

Your Admin Co-Pilot sets up weekly calls to review detailed performance indicators and explain the actions they have taken to optimize your platform during the week. They also update a deployment changelog and advocate for you with support issues.

Admin Co-Pilot Service at a Glance

- ✓ Augment your staff with a LogRhythm administration expert
- ✓ Identify and resolve platform health issues through routine assessments and issue resolution
- ✓ Benefit from proactive application of best practices for optimal performance
- ✓ Improve use of LogRhythm through expert advice, MDI optimization, and software patch upgrades

Benefits of Admin Co-Pilot Service



Optimize Machine Data Intelligence (MDI) to increase the accuracy of security analytics.



Ensure component-level best practices so your platform is always at peak performance.



Get the most out of recent product innovations by staying up-to-date on the latest LogRhythm software patches.



Reduce support overhead by resolving issues and advocating for your support tickets.



Focus on detection and response while your Admin Co-Pilot proactively supports platform health.



Make informed decisions about performance and expansion plans.

“ I renewed my Admin Co-Pilot service because gaining a knowledgeable pair of eyes to proactively guard my platform's health gives me more time focus on other security priorities. I also appreciate how responsive and easy my Admin Co-Pilot is to work with at LogRhythm. ”
-Information Security Leader, Medical Device Manufacturer

How the Admin Co-Pilot Service Works

Your Admin Co-Pilot reviews important data points about your platform's utilization and critical platform systems on a weekly basis. These activities are captured in a Co-Pilot summary report and discussed during your regular call. Your platform's weekly assessment includes corrective actions your Admin Co-Pilot performed in order to ensure optimal software configuration and operation, including resolving known issues. On a monthly basis, your platform receives a deep hardware-level diagnostic assessment to proactively identify any current or pending physical layer issues. Your Admin Co-Pilot reviews key performance indicators from the past three months and assesses your platform's capacity and performance on a quarterly basis, helping you plan for the future.



Software Component Best Practices: Your Admin Co-Pilot reviews your LogRhythm platform and applies component-level best practices, including:

- Conducting a deep diagnostic health assessment, including database and CPU utilization and heartbeat and component notifications
- Staying updated on known issues, migrations and upcoming corrections
- Resolving diagnostic alarms and issues found during the weekly platform assessment



Data Processing Optimization: Your Admin Co-Pilot works with your system to avoid processing bottlenecks and ensure that your platform's Machine Data Intelligence (MDI) is optimized by:

- Confirming that unidentified logs are aligned to their appropriate MPE policies
- Identifying trends in rules' CPU usage, unshared memory cost, spooled .dat files, and current and average MPS
- Investigating unprocessed queues and mediator disk insert rates



Data Collection Optimization: Your Admin Co-Pilot helps you to optimize your data collection by:

- Reviewing average collection rates and top collectors
- Investigating missing or erratic heartbeats and diagnostic notices
- Resolving problematic issues found to keep agents and collection functioning optimally



Upgrades and Additional Assistance: Your Admin Co-Pilot ensures that your platform receives the latest software patch upgrades and that you know the present system capacity and performance data by:

- Maintaining and updating a master changelog for your deployment
- Advocating for your support tickets
- Delivering a monthly activity report of system-level trends and a highly detailed quarterly Platform Performance Report

Admin Co-Pilot for Peak Platform Functionality

Admin Co-Pilot Service provides comprehensive deployment health and proactive maintenance for your LogRhythm platform. The cumulative result of the service is a highly functioning, well-tuned LogRhythm deployment that allows organizations to strengthen their security posture and optimize IT operations. Ensure that your platform is at peak functionality by working with a LogRhythm platform expert. Then, you can focus on detecting and responding to cyber threats.

Want to learn more? Contact your Customer Relationship Manager today.

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