

LogRhythm's Technical Account Management (TAM) Service provides a comprehensive, all-inclusive approach to deployment health and proactive maintenance to ensure customers maximize the benefit from their LogRhythm deployment. TAM customers receive expert services to ensure continual operational health and optimization of their deployment, in addition to assistance with capacity planning and architectural assessment. Customers utilizing the TAM service receive an assigned Technical Account Manager who acts as a single point of contact to access other departments within LogRhythm including Professional Services, Support Services, LogRhythm Labs, Engineering and Customer Relationship Managers. Technical Account Managers immerse themselves in the customer deployment, acting on behalf of the client to ensure that organizational needs are met and system performance is optimized.

As part of the Technical Account Management Service, the dedicated Technical Account Manager is responsible for performing weekly, monthly, quarterly, and annual tasks for the customer.

## Weekly

Technical Account Managers schedule weekly remote sessions to perform a detailed assessment of the customer deployment. This includes installing patches, performing upgrades, completing migrations, and tuning the deployment. During these weekly remote sessions, managers collect an extensive amount of data to analyze the operability of LogRhythm's hardware, Operating Systems, database configurations and all other system components. If abnormal activity is discovered while analyzing customer data, LogRhythm will immediately notify customers and recommend corrective action to resolve the issue.

## Monthly

On a monthly basis the Technical Account Managers compile and analyze collected data to deliver a summary level overview of the customer deployment. The report contains top level trends observed in the customer environment including log volume, drive capacity, database capacity, and details on resolved and open action items. For customers deploying LogRhythm to meet regulatory requirements, the report also contains information pertinent to compliance related log collection configurations over the past month.

## Quarterly

Technical Account Managers perform standard LogRhythm Health Checks every quarter to evaluate the deployment architecture and overall platform performance. Managers focus on three areas of efficiency to ensure optimal performance; security, operations and audit. After each health check assessment, customers receive a report on overall health and usability associated with each category as well as recommended deployment adjustments to address any issues.

## Annually

Technical Account Managers schedule an annual review with key stakeholders to address yearly trends, appraise current levels of performance and explore future use cases. During this review, customers are given a thorough report detailing the managers' findings and recommendations over the previous year.

## Ad Hoc

As time permits, Technical Account Managers will facilitate professional service engagements to build custom log source parsing rules, reports, and SmartResponse™ plugins. TAM customers also receive priority when requesting custom AI Engine rules from LogRhythm Labs for proactive threat defense and compliance automation. Additionally, Technical Account Managers act as a customer advocate in the event of support escalations to expedite remediation and ensure client satisfaction.

The cumulative result of the Technical Account Management Service is a highly functioning, well-tuned LogRhythm deployment that allows organizations to strengthen their security posture, meet specific compliance requirements and optimize IT operations.

## PROFESSIONAL SERVICES - TECHNICAL ACCOUNT MANAGEMENT SERVICE

LogRhythm offers three levels of Technical Account Management (TAM) Services to meet the needs of any enterprise: Technical Enterprise Account Management with Unattended Access (TAM 1), Technical Enterprise Account Management with Attended Access (TAM 2), and Technical Enterprise Account Management Full Service (TAM Enterprise). All service levels include Professional Services and Technical Account Management engagements to ensure customers get the most value out of their deployments. Full Service customers also receive onsite engagements with travel expenses covered by LogRhythm. The following tables outline the different deliverables and services associated with each level.

### TAM Deliverables

Service	Frequency	Description	Unattended	Attended	Full Service
Direct VPN Access (Unattended Access)	NA	Direct VPN access to all customer LogRhythm servers on a reasonably reliable and fast connection.	✓	✓	✓
Attended Access	Weekly	Access to all customer LogRhythm servers on a reasonably reliable and fast connection with an administrator attending the remote session.		✓	✓
Status / Deployment Health Review Call	Weekly	Collect deployment stats, review previous weeks findings/report. Review current needs/requirements.	✓	✓	✓
Report: Deployment	Weekly	Report detailing call log, tickets status tracking, weekly MPS volume, trending, task/next steps tracking.	✓	✓	✓
Report: Volume Trending, Drive Capacity Trending, Database Capacity Trending	Weekly	Monthly summary of the weekly volume, drive capacity and database capacity trends.	✓	✓	✓
LogRhythm System Health Check	Quarterly	LogRhythm hardware, software, operating system, database, deployment, performance and tuning assessment.	✓	✓	✓
Architecture Review	Yearly	LogRhythm offers enterprise architecture options that can support IT environments of any size, with easy implementation, scalability and usability.	✓	✓	
Onsite Architecture Review	Yearly	LogRhythm offers onsite architecture review with enterprise options that can support IT environments of any size.			✓
Upgrade Service	Ad Hoc	Remote during normal business hours: Mon-Fri 8AM-5PM MT.	✓	✓	
Upgrade Service	Ad Hoc	Remote or Onsite upgrades: after hours available.			✓

### TAM Engagements per Week

Service	Description	Unattended	Attended	Full Service
Custom Alarms and Reports	Custom alarm or report creation during weekly review.	1-2	1-2	6-8
Compliance Support using LogRhythm	Configuration and scheduling of LogRhythm compliance reports, alerts and investigations.	1-2	1-2	6-8
Post Deployment Implementation Consulting	General consulting services provided by LogRhythm, which can be specialized to the customer environment.	1-2	1-2	6-8
Custom Log Source Parsing	New / Custom Message Processing Engine Rules (Regex) to support custom log sources.	1-2	1-2	6-8
Custom Silent Deployment Scripts	Silent install scripts can quickly expedite your deployment, and expansion of your LogRhythm System.	1-2	1-2	6-8
Custom Adaptive Threat Detection using AI Engine	Customize LogRhythm deployment to work seamlessly with your information technology devices and increase proactive threat detection by creating custom AI Engine rules.	1-2	1-2	6-8
Incident Support Using LogRhythm	Quickly leverage information in LogRhythm and get any additional information into LogRhythm that can assist with forensic investigation and expedite remediation efforts.	1-2	1-2	6-8