



ArcSight Platinum Support

Enterprise-Class Support and Service

Highlights:

- Accelerated incident resolution through focused coordination and regular communication
- Proactive support and product guidance to increase usability and uptime
- Monthly incident and SLA metrics, and quarterly account reviews to monitor success
- Long-term relationship and quality service for increased customer satisfaction

Take Your Support Experience to the Next Level

A New Level of Quality Support and Service

At ArcSight, we understand that the mission critical nature of your solution necessitates a unique style of service and support. Our ability to continue building on the relationship created during the sales cycle is a key differentiating strength and helps to ensure satisfied customers and a higher ROI. ArcSight Platinum Support is designed to address both your technical support and extended relationship needs, as illustrated in Figure 1.

Augmenting the Premium Support contract with a dedicated technical support account manager (TSAM), Platinum Support provides you with a new level of service that enables you to get the most from your interactions with ArcSight Support:

- Augments existing Premium Support with a dedicated technical support account manager
- Offers faster incident resolution through sharing of product and support best practices

- Enables on-going account interaction for incident review and feature/bug status updates
- Includes standardized reporting of incident metrics and trends to measure service levels
- Includes quarterly account review and an onsite visit from the support management team

Through scheduled weekly or bi-weekly incident review calls, your TSAM assists with upgrading, planning or managing escalations for faster resolution – and can coordinate other ArcSight resources to resolve issues.

Monthly and quarterly incident and SLA metrics are available to measure support and TSAM performance. TSAMs author a quarterly account review that provides an executive-level report of the technical issues resolved and growth of the ArcSight solution. Additionally, quarterly Platinum Support account reviews are presented to ArcSight executive staff for increased visibility. All account-related documents are securely stored for historical reference, and for service continuity when engaging other ArcSight services.



| CUSTOMER SUPPORT NEEDS | I need a professional familiar with my solution and business goals. | I need to maximize product use and minimize business disruption. | I need priority access to support and effective, timely resolution of issues. | I need trained staff who can help me prevent issues. |
|------------------------|---|--|---|--|
|------------------------|---|--|---|--|

| ARCSIGHT PLATINUM SUPPORT BENEFITS | Direct Relationship | Proactive Guidance | Reactive Incident Management | Knowledge Transfer |
|------------------------------------|---------------------------------------|---------------------------------|---|--|
| | Long-term, single point of contact | Identifies potential problems | Regular incident review | Identifies training opportunities |
| | Knows your environment and priorities | Provides targeted advice | Escalation management | Shares product best practices |
| | Advocates on your behalf | Advances support best practices | Feature request/bug tracking and status | Coordinates additional ArcSight services |

Figure 1: Overview of ArcSight Platinum Support

Proactive Solution Guidance

Platinum Support saves you employee time and increases ArcSight uptime. The TSAM will assist by:

- Reviewing with you the latest product updates and announcements
- Providing notice of critical issues or updates applicable to ArcSight products
- Clarifying ArcSight concepts, documentation or technical instructions
- Working with Technical Support to ensure recommendations are optimized for your solution

With in-depth understanding of your ArcSight solution, internal processes and business priorities, your TSAM can quickly determine whether technical alerts will impact your installation, and can facilitate patch and upgrade planning. This combined preventative approach reduces the number of incidents opened, increases customer product knowledge and ensures a more stable ArcSight environment.

About ArcSight:

ArcSight (NASDAQ: ARST) is a leading global provider of security and compliance management solutions that protect businesses and government agencies. ArcSight identifies, assesses, and mitigates both internal and external cyberthreats and risks across the organization for activities associated with critical assets and processes. With the market-leading ArcSight SIEM platform, organizations can proactively safeguard their assets, comply with corporate and regulatory policy and control the risks associated with cybertheft, cyberfraud, cyberwarfare and cyberespionage. For more information, visit www.arcsight.com.

Reactive Incident Management

If a critical issue arises, your TSAM can help ensure that the right data is provided early on, and that our support engineers have the relevant environment information needed to provide accurate, targeted information for faster resolution. Additionally, your TSAM hosts regularly scheduled calls, which provide a forum for:

- Reviewing incident status and planning next steps
- Raising new issues or asking questions
- Receiving status updates regarding feature requests and bugs
- Escalating a support incident

Your TSAM also acts on your behalf when working within ArcSight to resolve issues, whether it means working with the product management team to prioritize your feature requests or coordinating other ArcSight services for onsite assistance, implementation reviews, health checks, and so on. Your TSAM works directly with you on an on-going basis to understand your unique business objectives and priorities, and advocate them across the ArcSight organization.



ArcSight, Inc.
 5 Results Way, Cupertino, CA 95014, USA
www.arcsight.com info@arcsight.com

Corporate Headquarters: 1-888-415-ARST
 EMEA Headquarters: +44 (0)844 745 2068
 Asia Pac Headquarters: +65 6248 4795

© 2010 ArcSight, Inc. All rights reserved.
 ArcSight and the ArcSight logo are trademarks of ArcSight, Inc. All other product and company names may be trademarks or registered trademarks of their respective owners.

ARST-SB007-052510-02