



# **ONBOARDING & CUSTOMER SERVICES**



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Customer Success Manager

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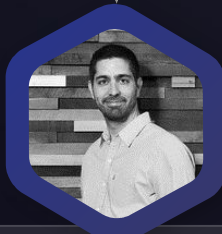




# Who's Who - CS Management



**GARRY FATAKHOV**  
Co-Founder & COO



**ASAFF ZAMIR**  
VP of Customer Success



**ROB BECKER**  
Director of PS



**HADAS KLEIN**  
Director, EMEA & APAC



**Iftach Warshevsky**  
Global Support Manager



**Mike Gibbons**  
Regional Manager, CS AMERICAS



# Customer Services Resources

**USA**  
Customer Success, Professional  
Services and Support teams



**ROMANIA**  
Customer Support team



**ISRAEL (Tel Aviv)**  
Customer Success, Professional  
Services and Support teams

**AUSTRALIA (Sydney)**  
Customer Support team





# Siimplify Customer Success

Multiple levels of services to match our Customer's current & ongoing needs, offering:

Dedicate Customer Success Manager

Clear path to value

Training & periodic adoption meetings

Getting your feedback constantly



**Proactive & Personal Touch**

For Maximizing ROI



**Top Notch Responsiveness**

For running smoothly

24/7 support (Premium/Elite)

Expert tech team

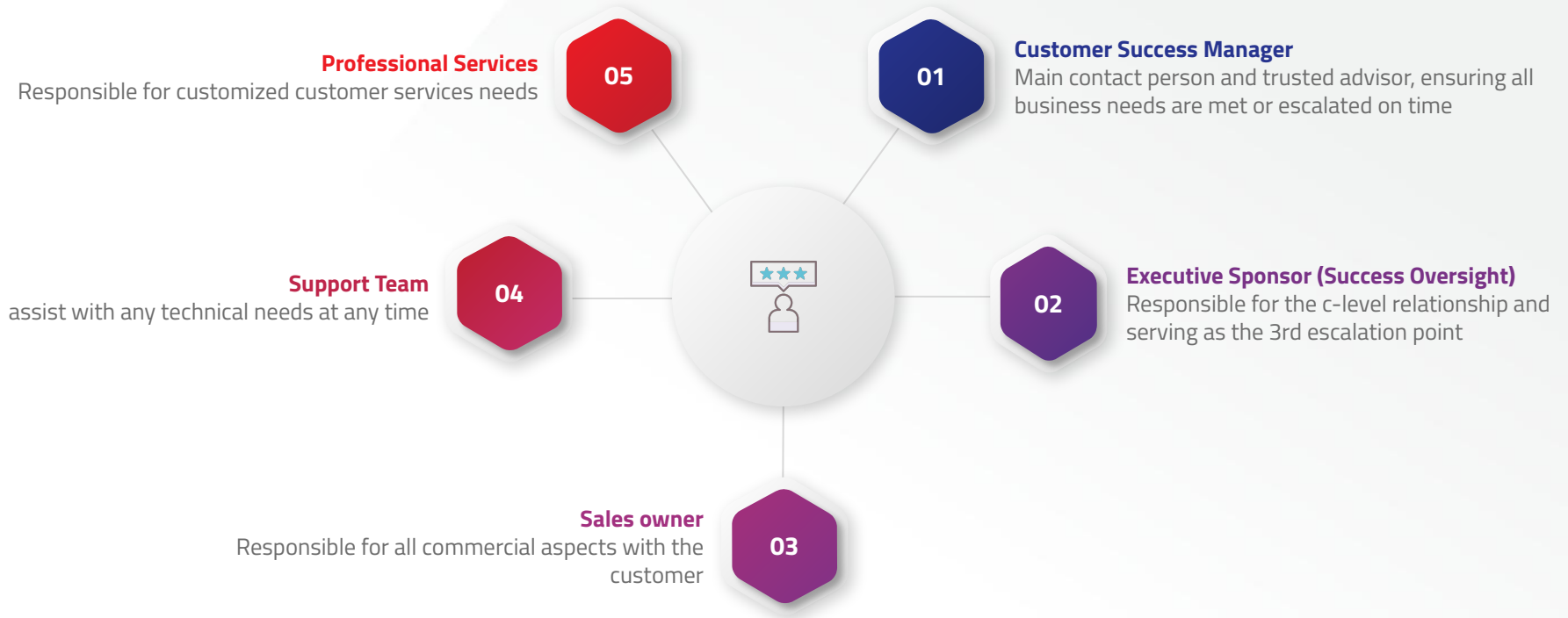
Professional Services Engineer (Package based)

Training portal

Customer community

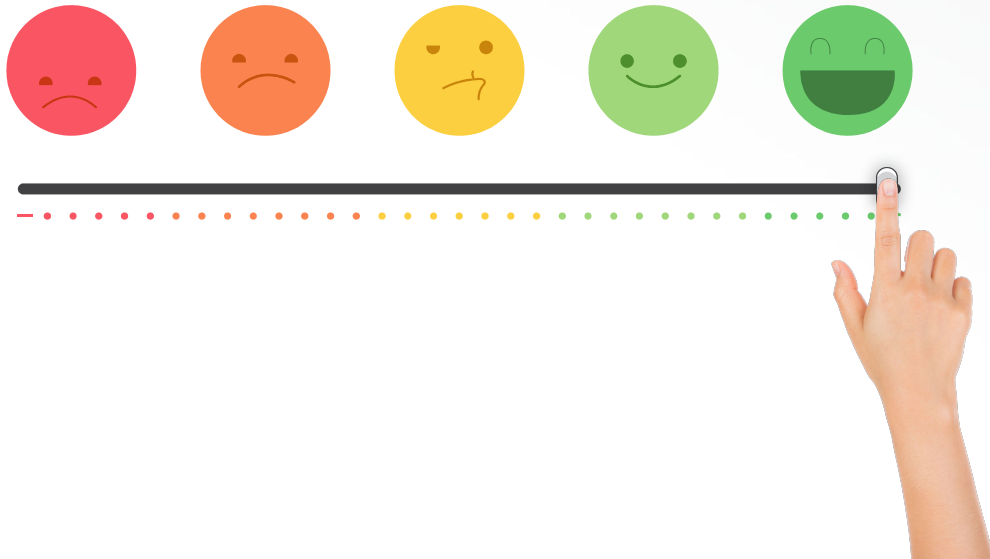


# Touch Points





# Global Customer Services Satisfaction



Our global satisfaction rate score for Customer Services is rocket high!

98%

(4.93/5)



# Customer Reviews

## "A SOAR Platform That's Intuitive And Flexible With Great Customer Service"

Submitted: June 22, 2020

0 of 1 found this review helpful.

★★★★★ Overall User Rating

Was this user review helpful?

Product(s): Siemplify

**Overall Comment:** "We are very pleased with Siemplify - the platform is very intuitive and simple to use and has enabled our security operations to do more with less. On top of that, the vendor is a true partner that is always willing to listen and work closely with us to achieve our goals."

## "Promising SOAR With A Powerful Team Behind It."

Submitted: November 25, 2020

★★★★★ Overall User Rating

Was this user review helpful?

Product(s): Siemplify

**Overall Comment:** "I needed a SOAR with a big flexibility to allow our team to create complex playbooks and actions, and siemplify allowed us to do it. The customer attention is very close and they are involved in achieving the addition of the improvements that the client proposes. It also has a good support team that attends to and resolves problems fairly quickly and efficiently."

## "A Very Agile And Great Company To Work With."

Submitted: December 11, 2020

★★★★★ Overall User Rating

Was this user review helpful?

Product(s): Siemplify

**Overall Comment:** "The best part of working with Siemplify is how client focused they are. SOAR solutions are technical with a lot of moving parts. They understand the complexity and have set themselves up so clients don't feel like they are left holding a very expensive paperweight. There is great time to value for basic functions, but if you're new to security orchestration and automation, finding nirvana for your SOC can be a long and daunting road. It's nice to know that post implementation that Siemplify remains invested in your success."

## "Excellent Product And Excellent People."

Submitted: November 17, 2020

★★★★★ Overall User Rating

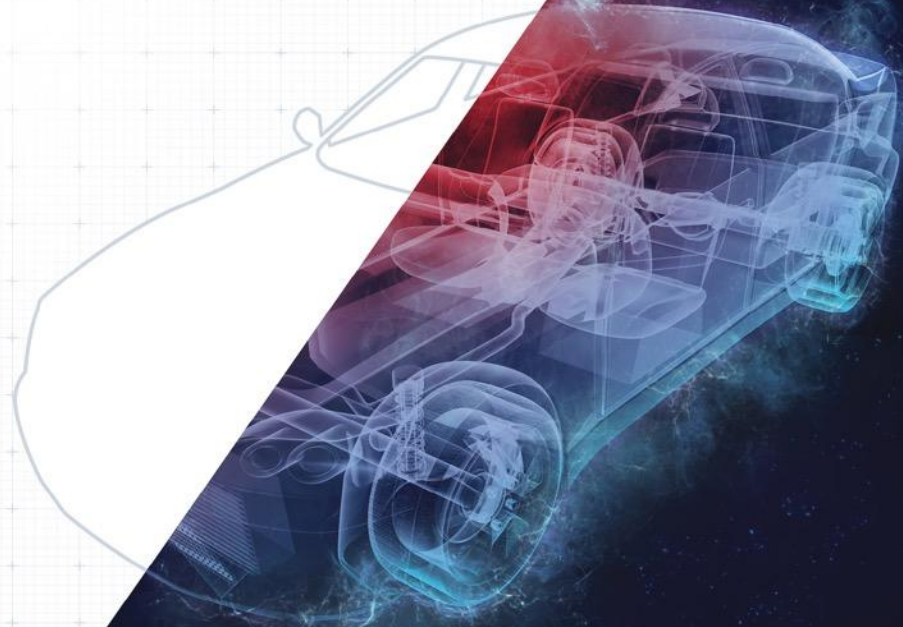
Was this user review helpful?

Product(s): Siemplify

**Overall Comment:** "Siemplify as a product and the Siemplify staff have been some of the best I have worked with in the industry."

# SUPPORT

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# Support Plans

A Relationship Built  
To Last

When you make the decision to deploy the Simplify Platform you are not only getting the leading Security Orchestration, Automaton, and Response (SOAR) solution in the industry, you are also getting a team of experts that are dedicated to helping you achieve your business goals.

## Notification Channels



**Siimplify ticketing system**  
<https://support.simplify.co/hc/en-us>



**Phone access to CSM** during normal business hours.  
Outside of normal business hours support ticket system and email is the preferred communication method.





# Support Plans

## Support Coverage

### Request/Issue severity (First Response Time)

Critical
High
Normal
Low
New Upgrades, Patches and Hotfixes
Access to Knowledge Hub

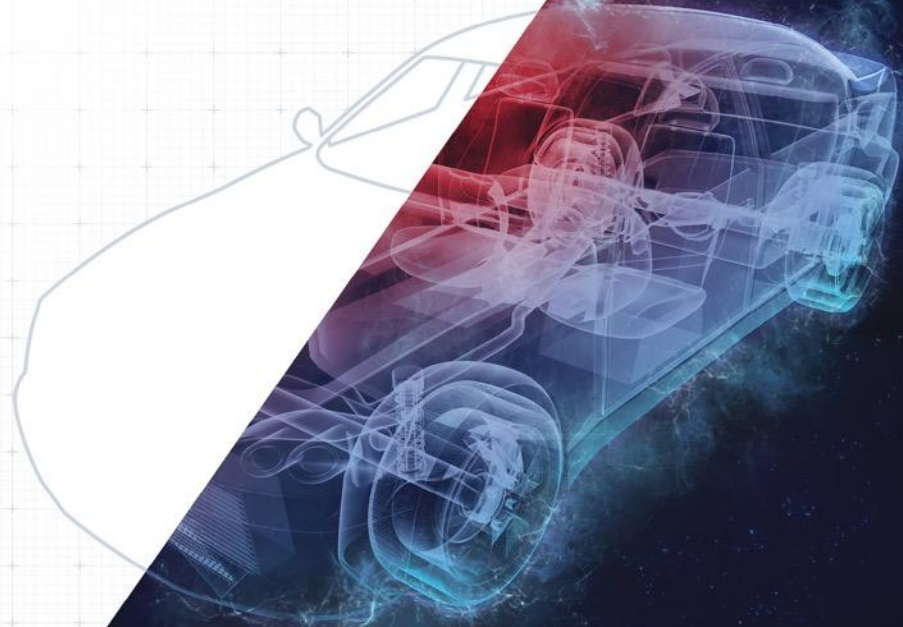
STANDARD	
0800-1700 Customer local time, excluding holidays	
Critical	6 business hours
High	8 business hours
Normal	24 business hours
Low	48 business hours
New Upgrades, Patches and Hotfixes	Included
Access to Knowledge Hub	Included

PREMIUM	
24 x 7	
Critical	4 hours
High	5 hours
Normal	24 hours
Low	48 hours
New Upgrades, Patches and Hotfixes	Included
Access to Knowledge Hub	Included

ELITE	
24 x 7	
Critical	2 hours
High	4 hours
Normal	12 hours
Low	24 hours
New Upgrades, Patches and Hotfixes	Included
Access to Knowledge Hub	Included

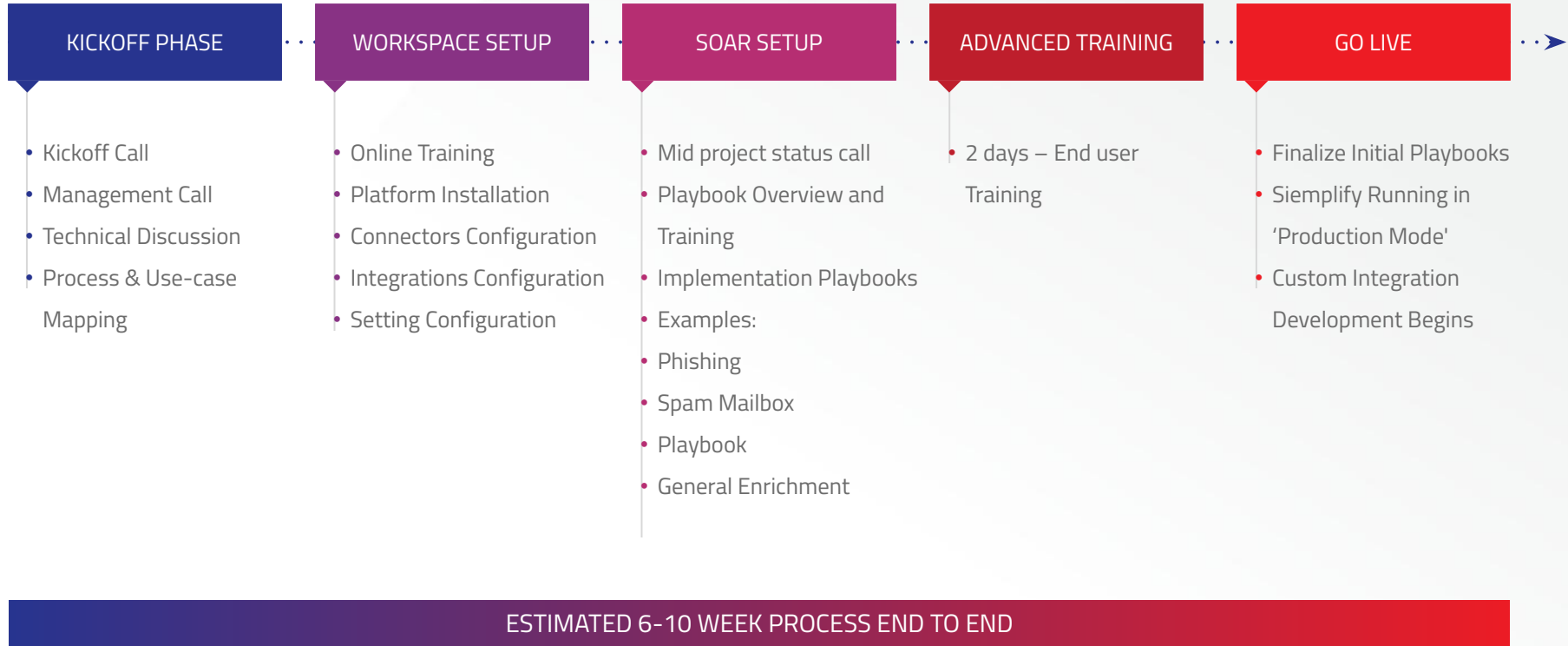
# ONBOARDING

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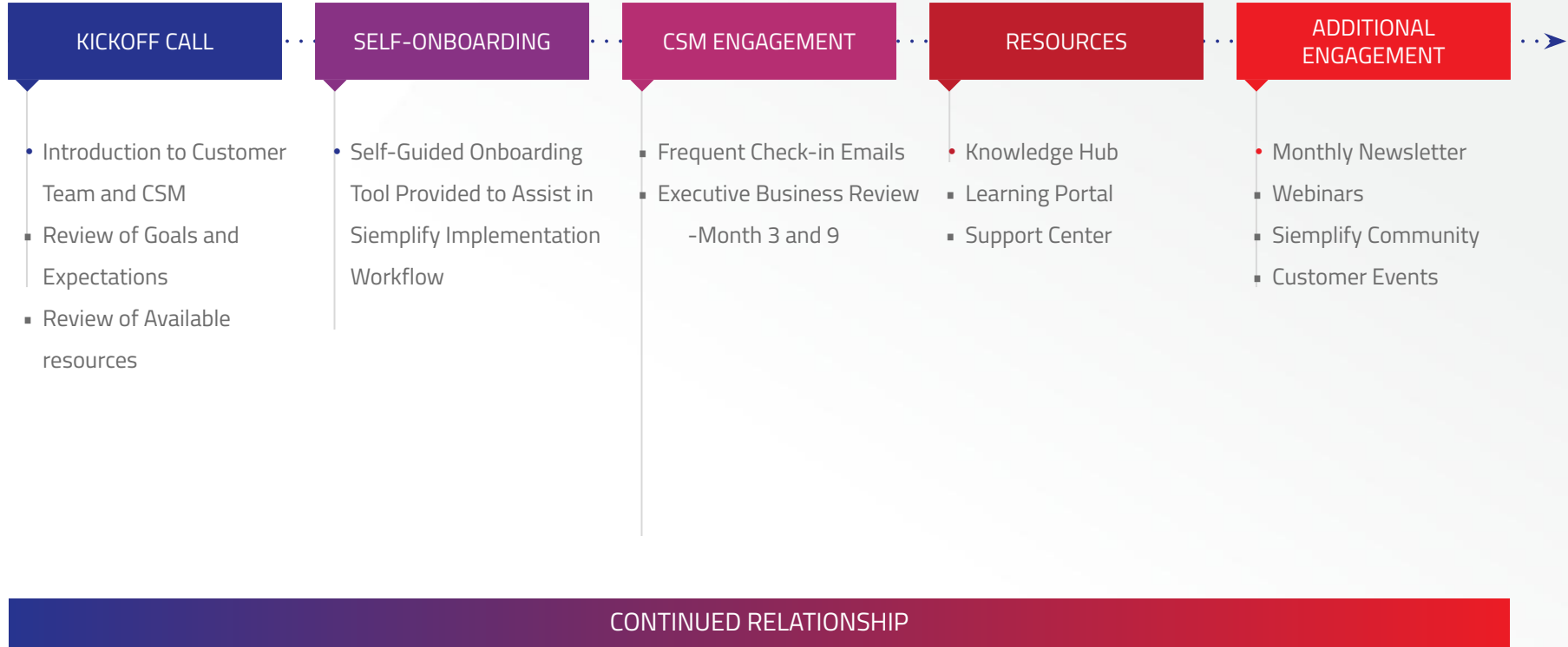


# Siemplify Onboarding Milestones





# Siemplify Light Onboarding Process

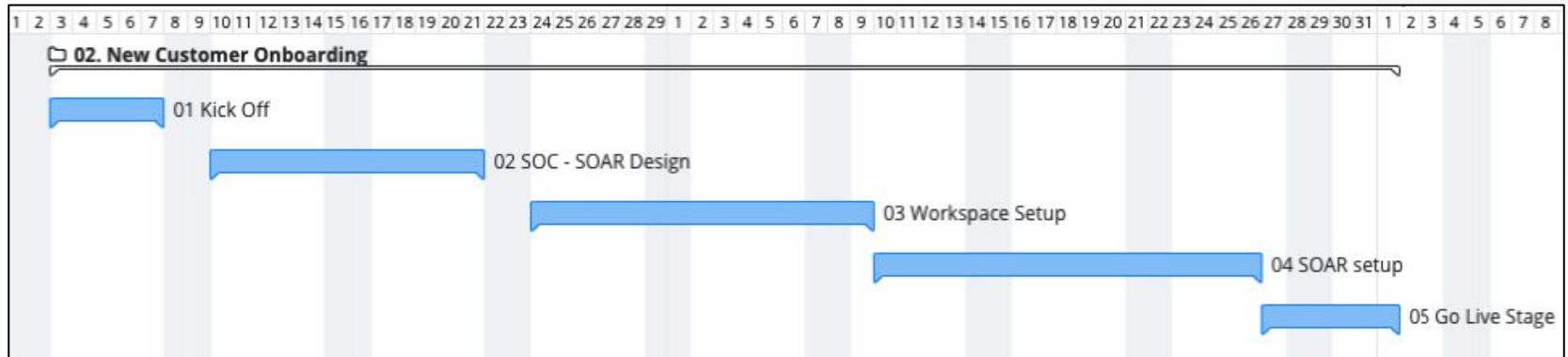




# Timeline

- **Kickoff Phase** – Approximately 10 Business Days
- **SOC – SOAR Design** - Phase Approximately 5 Business Days
- **Workspace Setup Phase** - Approximately 15 Business Days
- **SOAR Setup Phase** - Approximately 15 Business Days
- **Go Live Stage** - Approximately 5 Business Days

**EXAMPLE**

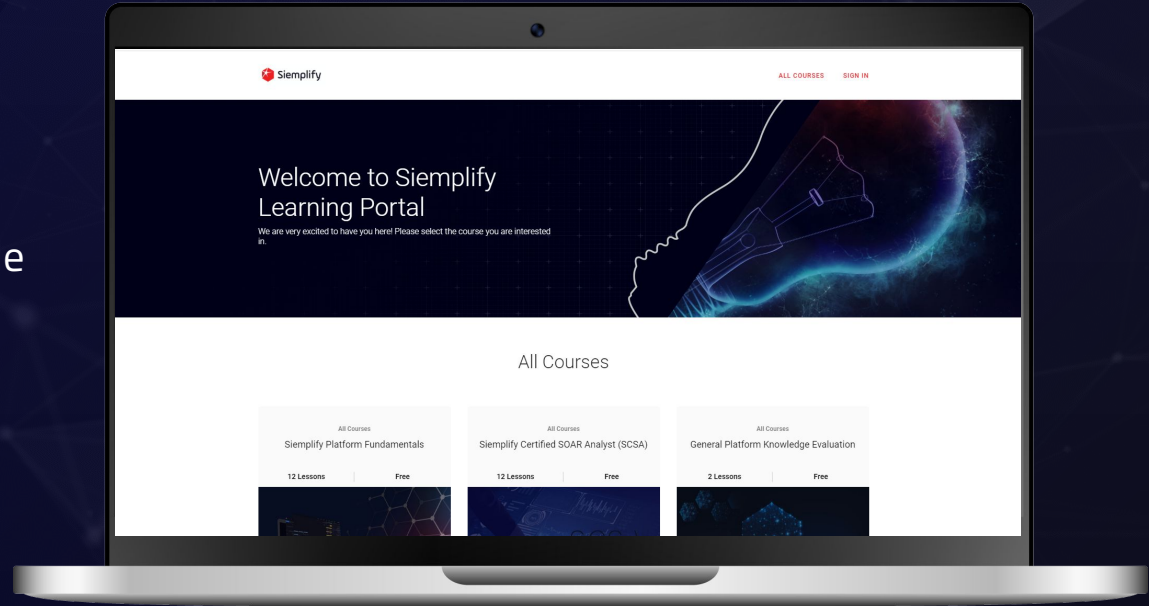




# Siemplify Learning Program

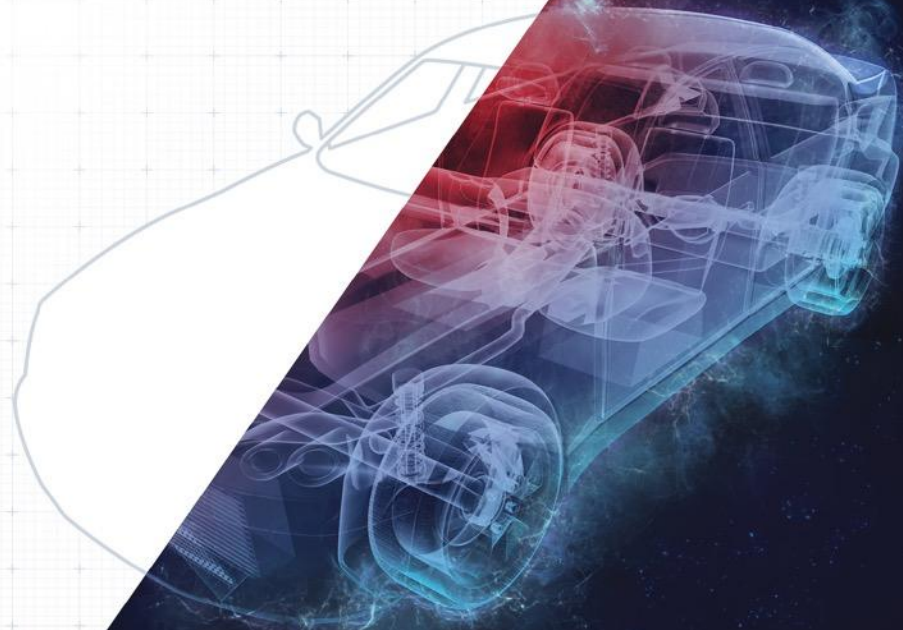
Register -> Enroll -> Rock & Roll

On demand training available  
at [learn.siemplify.co](https://learn.siemplify.co)



# ADVANCED ADOPTION

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# CUSTOMER SUCCESS ACTIVITIES



## Monitoring & Analyzing your SOC usage

Your CSM will monitor and analyze 30 different KPIs on a weekly basis



## Be Your Trusted Advisor

Your CSM will present insights (user effectiveness, version management, etc.) and ensure that platform adoption and achieving your company goals progresses smoothly



## Be Your Ambassador

Your CSM will ensure that all your needs and requests will be met

**Siemplify**

### Adoption Overview Report

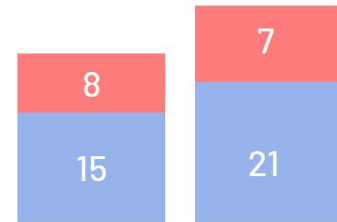
January 2020

Parameter	Actual result	Business Value
Monthly number of alerts	337K	Siemplify platform currently digesting alerts from 15 different end customers
Monthly number of cases	19.8K	Siemplify reduces the noise dramatically by using the grouping mechanism with a ratio of 17 alert per case
Number of Playbooks running in the system	8	Siemplify is covering 8 different use cases
The percentage of automated actions in a Playbook	100%	All of this effort
Number of used integrations	7	Siemplify eco
Number of active users out of the total number of users	24/25	The activ

### Active Users



### Used integration over time





# Advanced Adoption Plan

The Advanced Adoption Plan is a tool designed by the CS Team to help customers take a data-driven, mapped approach to increasing their adoption (and thus value) of the Simplify platform. This document is completed at the end of the Onboarding phase, and will guide the partnership.

**Status of Basic System Configuration**

Configuration	Configuration Complete?	Comment
Case Name		
Custom List/Blacklist		
Networks		
Domains		
Highlighted Fields		
Tagging		

**Alert Analysis** Goal: We want to help you ingest as many alert types as possible into Simplify!

Let's review your alert types to understand what is currently ingested and what can be ingested in the future

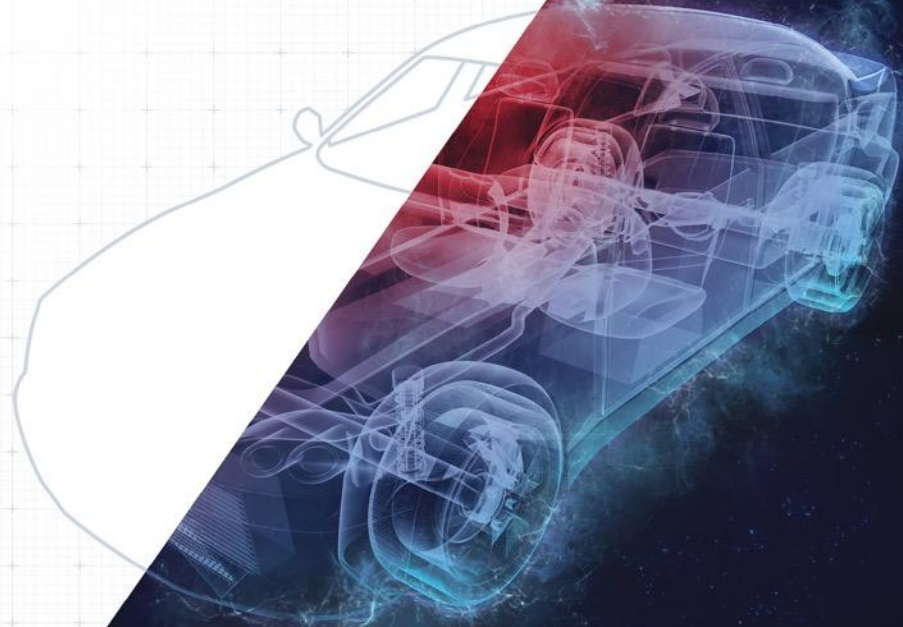
Alert Source	Alert Name	Amount of Alerts per Week	Ingested?	Mapped and Modeled?	% False Positive	# PBs Attached to Alert
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		
			<input type="checkbox"/>	<input type="checkbox"/>		

## KEY ADOPTION DATA

- Adoption Metrics
- Basic System Configuration
- Alert Analysis
- Playbook Analysis
- Integrations & Connectors
- Dashboard Analysis
- Training & Proficiency Review

# SUCCESS STORIES

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# MSSP SUCCESS STORY

MEASUREMENT	AMOUNT	BUSINESS VALUE
Monthly number of alerts	62,801	Siemplify platform currently digesting alerts from 11 different end customers, 7 are fully operational
Monthly number of cases	5,869	Siemplify reduces the noise dramatically by using the grouping mechanism with a ratio of <b>11 alert per case</b>
Number of Playbooks running in the system	48	Siemplify is covering several use cases like threat intel and automation of enrichment processes to reduce the SOC workload
The percentage of automated actions in a Playbook	58%	use cases are highly automated, this reduces dramatically the human efforts
Number of used integrations	21	Siemplify is integrated to SOC eco system, by using the marketplace and ensuring that the highest number of use cases will be covered
% of false positive Identification	48%	Siemplify helping the customer to focus on real events by creating auto enrichment process to identify false positive events

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Remember, we are here to help you meet your **business goals**

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SIEMPLIFY CUSTOMER SUCCESS



# MSSP SUCCESS STORY

## SINGAPORE

MEASUREMENT	AMOUNT	BUSINESS VALUE
Monthly number of alerts	337K	Siimplify platform currently digesting alerts from 15 different end customers
Monthly number of cases	19.8K	Siimplify reduces the noise dramatically by using the grouping mechanism with a ratio of 17 alert per case
Number of Playbooks running in the system	8	Siimplify is covering 8 different use cases such as device health monitoring, automating the ticketing system flow and more
The percentage of automated actions in a Playbook	100%	All use cases are fully automated, this reduces dramatically the human efforts
Number of used integrations	7	Siimplify is integrated to the SOC eco system, including custom ones

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Remember, we are here to help you meet your **business goals**

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SIEMPLIFY CUSTOMER SUCCESS



# Siemplify with CyberX- Enterprise Customer (US)

## The Challenge

As part of their manufacturing process they are required to scan OT (SCADA) devices. Since the OT devices are not part of the AD they can not confirm if the scan is legit and done by an authorized employee. They have approx. 60 Scans per day. It takes 4 hours/day to investigate those scans without Siemplify.

## The Outcome

After implementing the Playbook the customer save **3.5 hours a day!**

## The playbook



### INVESTIGATION

CyberX sending all scanning alerts to the SIEM

Siemplify ingests the alerts from the SIEM plus other relevant alert from the FW



### ENRICHMENT

Siemplify extracts the details of the users who ran the scan

Siemplify then check if the user is part of an authorized AD group



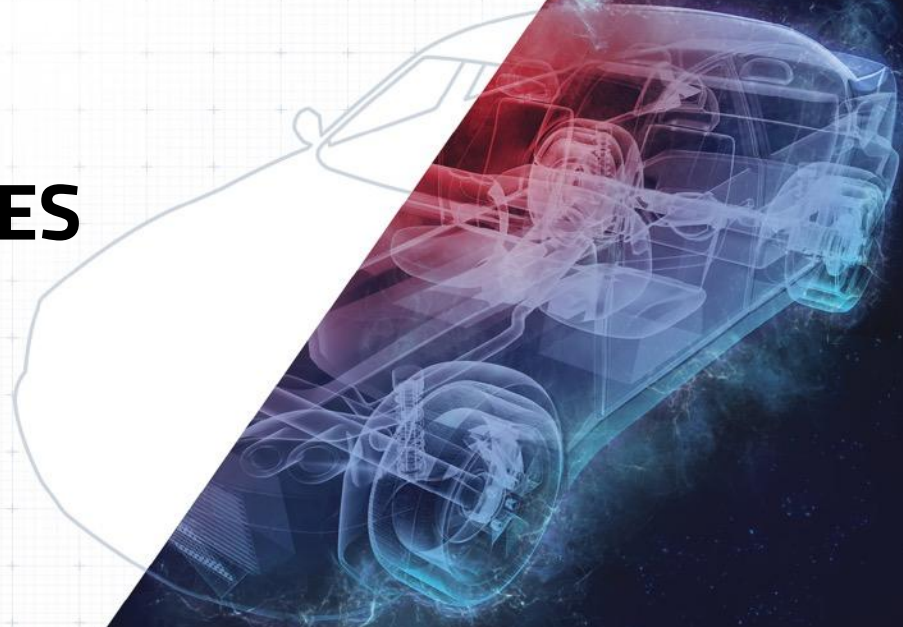
### REMEDIATION

Analyzing the enrichment result and alerts from FW to verify if True Positive

If True Positive, a mail is sent out automatically to inform other teams so they can block

# PROFESSIONAL SERVICES

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# Professional Services

Are you just starting out on your journey and need some help to **plan** your Siemplify environment? Perhaps you've developed a plan, but need some guidance on how best to **deploy**? Or maybe you've deployed and now want to make the most out of your investment and **operate** even more effectively?

Through our value-added services, we are able to provide additional processes, procedures, and/or tools to assist in many aspects of cyber security. We ensure success at every step so you get maximum value faster.



## Platform Onboarding

Siemplify provides multiple onboarding packages to support different business needs. Playbooks and workflows are designed and built to support business-aligned processes and other security needs.



## System Maintenance and Tuning

Siemplify will review your current system, perform diagnostic, system hardening, and apply any needed tuning.



## Integration Development

Siemplify develops integrations for ticket systems, CMDBs, vulnerability management tools, SIEMs, and any other business or technology solution that can leverage the automation features of Siemplify.



## Use Case Design & Playbook Development

Let Siemplify Professional Services assist in building new SOAR processes. With our years of experience, we can help determine what common security challenges to tackle first and define the best workflow to respond with.



## Advanced Reporting

Using Siemplify's enhanced BI capabilities, Professional Services can produce advanced reports to expose security metrics and key KPIs.



## Platform Customization

Through Siemplify's extensive API, Professional Services can customize the platform to suit your specific business needs.





# Product Training and Certifications

One fundamentals training and 4 certification courses



### Siemplify Platform Fundamentals

This course covers all Siemplify modules at a high level.

00

### Siemplify Certified SOAR Operator (SCSO)

This course provides the necessary admin skills that are required to operate the platform.

02

### Siemplify Certified SOAR Engineer (SCSE)

This course covers advanced playbook creation and more.

04

### Siemplify Certified SOAR Analyst (SCSA)

This course will familiarize yourself with the main activities that SOC personnel are facing on a day-to-day basis.

01

03

### Siemplify Certified SOAR Developer (SCSD)

This course provides a low-level training that covers customization of Siemplify.

### Rock & Roll