CYLANCE
CUSTOMER SUCCESS

Empowering Customers with Tools, Knowledge, and Support

Cylance® Customer Success

- Understand the path to zero threats
- Shorten the time to full protection
- Educate and certify security teams
- Online 24/7 support with community

The Cylance Customer Success team delivers the tools, knowledge, and support needed to help you reach 99% threat prevention at the endpoint with Cylance products and services. We partner with our customers to provide on-demand and classroom education, online support, and a knowledge base; a community that enables customers to connect with experts and peers, and provide feedback; and access to our dedicated team of trusted customer success solution advisors.

The Cylance Customer Success team helps customers optimize their endpoint security via three primary channels: our Customer Education Services, Support Site with Community, and the Customer Success Solutions team.

About Cylance Customer Education Services

Cylance Customer Education Services empower our customers with a suite of world-class training courses and certification programs. Customer Education Services provide instruction on how to install, configure and operate CylancePROTECT®. Customer training focuses on boosting security skills organization-wide, helping users understand the path to zero threats, and ensuring CylancePROTECT is optimized to achieve and maintain a state of true threat prevention.

Training delivery options include:

- **ELearning —** Available 24/7, the Cylance Learning Center provides access to education curriculum or just-in-time learning at the customer's convenience.
- **On-site Training —** Customers can register for instructor-led classroom training with hands-on lab exercises through the Cylance Learning Center.
- **Customized On-site Training —** Instructor-led training customized to the customer's environment and conducted at the company's location. Customers can request customized training on the Cylance Education webpage.
- **Advanced Education Courses —** Our courses help security professionals achieve optimum security for networks, systems, and devices. We immerse customers in finding and fixing weaknesses, vulnerabilities, and design flaws in their environment.

Visit www.cylance.com/education to learn more about our education services and schedules.

About the Cylance Support Site with Community

Cylance Support with Community is a free, 24/7 online resource where customers can collaborate directly with Cylance as well as other security professionals to optimize endpoint protection. Customers can connect with Cylance product and support team members, search the knowledge base, and submit support requests. The community offers product information and discussion forums, and accepts feedback for product innovation.

Key benefits include:

- Searchable knowledge base with FAQs
- Product feedback channel
- Online case submission and collaborative resolution
- Group chats and peer-to-peer networking
- Dedicated community manager to field discussions and questions

Visit https://support.cylance.com for a tour of our Support Site with Community.

About Cylance

Cylance is the first company to apply artificial intelligence, algorithmic science and machine learning to cybersecurity and improve the way companies, governments and end-users proactively solve the world's most difficult security problems. Using a breakthrough predictive analysis process, Cylance quickly and accurately identifies what is safe and what is a threat, not just what is in a blacklist or whitelist.

By coupling sophisticated machine learning and artificial intelligence with a unique understanding of an attacker's mentality, Cylance provides the technology and services to be truly predictive and preventive against advanced threats.

About the Cylance Customer Success Solution Team

The Cylance Customer Success Solution (CSS) team is here to partner with customers on their journey to protection. Our team of Customer Success Managers (CSMs) and Technical Account Managers (TAMs) partner with you as your trusted advisor to deliver practical solutions and successful outcomes.

Need to have a solutions-oriented conversation around adoption, implementation, expansion, or growth? Cylance CSMs and TAMs deliver solutions by leveraging resources across the organization to put our customers first.

The CSS team is dedicated to helping our customers achieve zero endpoint threats, including:

- Customer onboarding
- Customer lifecycle management
- 360-degree customer scorecards
- Joint development projects
- Customer advocacy and escalations
- Technical account management

For more information please contact: CustomerSuccess@cylance.com.

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