CYLANCE
PARTNER PROGRAM

Cylance® Partner Support Overview

Cylance provides our partners with many benefits, including a superior product, long-lasting high margins, deal protection, qualified leads, and quality technical, sales, and marketing support.

Product Technical Support:

For urgent technical issues:

Open a support ticket via the Cylance Technical Support website, by email, through the Support Ticket direct link, or by phone:

- Cylance Technical Support website: https://www.cylance.com/support
- Email: support@cylance.com
- Support Ticket: https://support.cylance.com/hc/en-us
- Telephone: +1-844-CYLANCE, +1-844-295-2623, or +1-949-565-3505
- Customer Support is available M-F, 8:00 AM EST to 8:00 PM EST
- Send an email copy to your Cylance Partner Sales Engineer
- Send an email copy to your Cylance Sales team: channelsales@cylance.com

For general, non-urgent technical questions:

- Contact your Cylance Partner Sales Engineer
- Send an email copy to your Cylance Partner Manager

If you are unsure who is on your sales team, contact channelsales@cylance.com

Cylance Partner Program Support:

- Contact your Cylance Partner Manager for questions about the Partner Program
- Haven't met your Cylance Partner Manager yet? channelsales@cylance.com
- Support for Deal Registration and partner program status: partnersupport@cylance.com
- Cylance Partner Program details and Deal Registration guidelines are available in the Cylance Partner Portal

Cylance Partner Marketing and Communications Support:

- General, non-technical partner communication and marketing questions: CylancePartnerCommunications@cylance.com
- Marketing Development Funds (MDF): mdfrequests@cylance.com

CYLANCE

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