Dedicated Customer Solutions Architect

Customer Solutions Architect services step up your expertise with Sysdig Secure and Sysdig Monitor and accelerate your transition to cloud native. The emphasis is proactive services and does not include software support.

Our Customer Solutions Architects (CSAs) are here to help you to realize the benefits of your investment based on your requirements and needs. CSAs are your personal cloud native experts and Sysdig liaisons. We assist your team in getting maximum value from the Sysdig platform as you secure your cloud from source to run. Our CSAs are highly experienced in container ecosystems and cybersecurity frameworks, cloud security best practices and securing the cloud and containers.

The CSAs' core focus will be on assisting you to realize and maximize the value of your Sysdig investment by helping drive a sustained adoption and education program. The CSA is the leader for ongoing engagement and use case fulfillment withSysdig's platform to achieve business and technology objectives across container security, cloud security, and full-stack observability.

The Sysdig Customer Solutions Architect services are based in one of the geographic regions offered by Sysdig and chosen by you, with services provided M-F (9:00am-5:00pm) in your selected region*. The dedicated CSA service is our most premium CSA service that includes the following engagement activities:

sysdig

	Dedicated
Pricing	$150K
Named CSE	Yes
Meeting Cadence	Daily
Onboarding	✓
Success Planning	✓
Support Escalation Oversight	✓
Training 101 & Fundamentals	✓
Customized training based on use cases	✓
Roadmap Sessions - engagement with our product team	✓
Guidance on upgrades and new features	✓
Feature request Advocacy	✓
Customer Maturity Assessment	Four per year
Customer Workshops	Four per year
Threat Operations Service	Monthly

Terms and Conditions

- Sysdig will provide the Customer Solutions Architect services purchased hereunder (the "CSA Services") in accordance with these terms. Further, the CSA Services are subject to the terms and conditions governing your use of Sysdig's products and services - see your Order Form for more details.

- CSA Services expire if not used within 12 calendar months of the effective date of the order.

- You must reimburse us for reasonable travel expenses if we jointly determine an onsite presence is required.

- We reserve the right, in our commercially reasonable discretion, to change or otherwise substitute resources during the course of the engagement.

- There is no minimum binding contractual CSA time commitment under the CSA Services. However, a CSA shall not spend more than 16 working days (or the equivalent of 128 hours) per month, per Customer.

* *You may change your selected region to another Sysdig-offered region no more than once per calendar year. Any such change requires 45 days' prior written notice.*