



## SERVICE BRIEF

# Guided Customer Solutions Engineer

Customer Solutions Engineer 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 Engineers (CSEs) are here to help you to realize the benefits of your investment based on your requirements and needs. CSEs 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 CSEs are highly experienced in container ecosystems, cybersecurity frameworks, cloud security best practices and securing the cloud and containers.

The CSEs' 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 CSE is the leader for ongoing engagement and use case fulfillment with Sysdig's platform to achieve business and technology objectives across container security, cloud security, and full-stack observability.

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

## Dedicated

Named CSE	Yes
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### General CS Activities

Meeting Cadence	Monthly
Onboarding	✓
Success Planning	✓
Support Escalation Oversight	✗

### Training and Enablement

Training 101 & Fundamentals	✓
Customized training based on use cases	✗

### Product Advocacy

Roadmap Sessions - engagement with our product team	✓
Guidance on upgrades and new features	✓
Feature request Advocacy	✓

### Deliverables

Customer Maturity Assessment	One per year
Customer Workshops	One per year

## Terms and Conditions

- Sysdig will provide the Customer Solutions Engineer services purchased hereunder (the "CSE Services") in accordance with these terms. Further, the CSE Services are subject to the terms and conditions governing your use of Sysdig's products and services - see your Order Form for more details.
- CSE 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 CSE time commitment under the CSE Services. However, a CSE shall not spend more than 4 working days (or the equivalent of 32 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.