LOGPOINT

LOGPOINT STANDARD & EXTENDED SUCCESS PLANS

GUIDING OUR CUSTOMERS TO GET FASTER TO THE
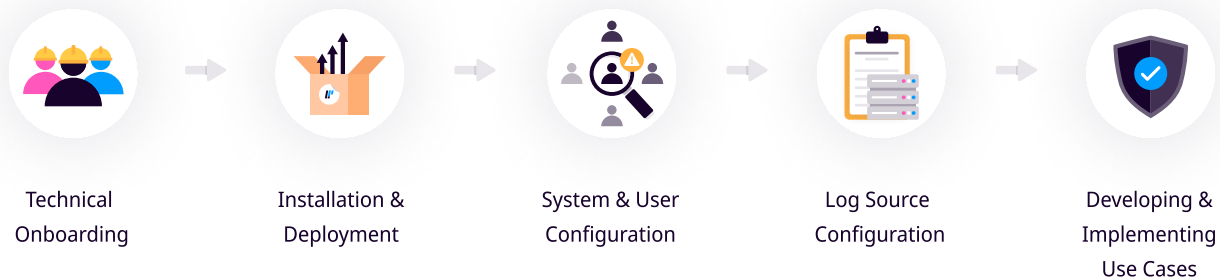FULL VALUE OF LOGPOINT

Implementation & Configuration Services

Our technical experts are the go-to resource for understanding how to quickly set up and configure Logpoint solutions. Our customers are the ones who better understand their own needs and objectives. Together, they can speed up implementation and pave the path to quickly realizing the full benefits of Logpoint.

Logpoint's Success Plans are designed to foster collaboration and reduce the workload and the time for implementation. By leveraging our knowledge and experience, combined with the needs of our customers, we can ensure that teams will have the guidance and assistance they need to adopt and use Logpoint easily.

The journey to implementation

The journey to implement the Logpoint platform follows five distinct steps:

Technical Onboarding	Installation & Deployment	System & User Configuration	Log Source Configuration	Developing & Implementing Use Cases

All our customers have access to the Standard Success Plan, covering the basics of implementation, and can use our documentation and community to complete the configuration and implementation independently.

Additionally, they can purchase Extended Success Plan packages to reduce workload and speed up implementation with our technical experts' assistance on the different implementation steps.

Standard Success Plan

All Logpoint customers have access to a standard success plan, including the following selected services for smooth onboarding:

Technical Onboarding	Log Source Configuration	Developing & Implementing Use Cases
We provide access to Logpoint's assets such as installation manuals, plugins, service desk access, software images etc Assist in validating sizing and architecture of the Logpoint solution in accordance to expected log ingestion type and volume Advise on connectivity requirements for the Logpoint solution, such as firewall ports and network protocols	Assist in configuring our documented Log sources that can be configured within approximately 1-2 hours. **Examples:** • Syslog • Palo Alto Firewalls • On premise Active Directory	Assist in configuring and adding vendor dashboards, alerts, searches and templates that takes approximately 1-2 hours. **Examples:** • Windows alerts and dashboards • Standard firewall alerts and dashboards • Compliance theme-based dashboards and alerts, where log sources are available in the system • IT-operations theme-based dashboards and alerts, where log sources are available in the system

Health Checks
We provide regular checks of the Logpoint solution on usage and performance. A report is generated based on the result of the check with recommendations to enhance performance

Extended Success Plan

Logpoint customers can also purchase the Extended Success Plan packages, which can be used for the following services:

Installation & Deployment

Assist and advise on the Logpoint architecture and identifying Log sources in the infrastructure to be ingested.

Installation of the Logpoint solution from selected media and platform.

Document and configure the Logpoint solution.

Advise on network configuraiton and check for connectivity to the Logpoint solution.

System and User Configuration

Assist and advise on Log enrichment sources and assistance to configure these.

Advise on access and authorization methods, e.g. local or LDAP.

Assist in setting up the system in accordance to design such as access groups, account roles and group memberships

Log Source Configuration

Assist and advise on how to set up the most common log sources for Logpoint.

Setting up and configuring up routing policies, storage repository and retention plans.

Assist and advise on setting up more complex log sources such as:

• DNS logs

• DHCP logs

• Azure eventhub

• Sysmon

• Fortianalyzer firewall logs

Developing & Implementing Use Cases

Assistance and advise on how to set up use cases that are not out of the box and log configuration that are more complex in nature to satisfy the use cases

Examples:

• Log source templates to fetch third-party data

• Threat intelligence enrichment setup

• Advanced search templates and search query processing options like JSON Parser

• SOAR playbook creation

Extended Success Plans can be purchased in packages of six days to be used on the customer's priorities over 12 months or as a one-off, 8-hour service delivered in one day.

For details, contact your partner or Logpoint account manager or contact **customersuccess@logpoint.com**

About Logpoint

Logpoint is the creator of a reliable, innovative cybersecurity operations platform — empowering organizations worldwide to thrive in a world of evolving threats.

By combining sophisticated technology and a profound understanding of customer challenges, Logpoint bolsters security teams' capabilities while helping them combat current and future threats.

Logpoint offers SIEM, UEBA, and SOAR technologies in a complete platform that efficiently detects threats, minimizes false positives, autonomously prioritizes risks, responds to incidents, and much more.

Headquartered in Copenhagen, Denmark, with offices around the world, Logpoint is a multinational, multicultural, and inclusive company.

For more information visit **www.logpoint.com**

Book a demo and talk to an expert

We will show you around, hear more about your needs and requirements, and discuss how Logpoint can add value to your organization.

Book a demo

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