SERVICE BRIEF

Cribl Growth Activation Service – Platinum

Cribl
The AI Platform for Telemetry

Overview

Expanding your Cribl footprint shouldn't feel overwhelming; our Growth Activation Service is designed to make it seamless. The Platinum offering is tailored specifically for existing Cribl customers who have already deployed the platform and are now looking to expand into new use cases following an additional purchase.

Cribl's team of experts don't just help you plan—they help you execute. A Cribl-certified expert will work side-by-side with your team to evaluate your current architecture, understand the goals behind your expansion, and actively assist in adapting your environment to support those new objectives. Whether it's optimizing data flows, onboarding new sources, or enabling additional teams, you can expect hands-on guidance and technical expertise every step of the way.

By the end of this 90-day Consulting Services engagement, you'll not only have a clear understanding of how to apply your new capabilities, but you'll also be putting them into action with measurable progress and greater confidence.

How it works

Cribl will provide the Growth Activation Service described in this Service Brief (the "Services") through a series of remote working sessions led by a dedicated Cribl-certified consultant. These aren't just check-ins, they're active, collaborative working sessions focused on delivering outcomes. Each engagement includes:

Architecture Optimization – A hands-on review of your current deployment with targeted adjustments and recommendations tailored to your new goals.

Use Case Enablement – Our team will help you prioritize and implement new use cases tied to your recent purchase, ensuring value is realized quickly.

Execution Support – We'll help configure, validate, and optimize the additions to your environment, with a focus on rapid deployment and stability.

Strategic Guidance – As your use grows, we'll provide ongoing advice to ensure alignment with broader organizational goals and long-term success.

To ensure impact, we require engagement from your key stakeholders during scheduled virtual sessions. We'll provide clear agendas, objectives, and expectations ahead of each meeting to ensure maximum value from every interaction.

Why Cribl Growth Activation Service?

Get expert guidance to expand your Cribl deployment quickly. Save time, reduce complexity, and unlock the full value of your investment.

Benefits

- Expert support to expand and optimize your existing Cribl deployment.
- Tailored enablement of new use cases aligned with your growth objectives.
- Architecture and configuration enhancements to support scale and performance.

SKU

Cribl Growth Activation Service – Platinum

PS-CGA-Platinum /
PS-CGA-Platinum-Cloud

Cost: $60,000

Following Activation, your RSC will be integrated into your Cribl setup, providing specialized technical consulting expertise. For optimal effectiveness, it's crucial to onboard the RSC and grant them 'badge' access to your systems. This enables them to perform tasks during both live sessions and independently. This is not a hard requirement, but the actual value of the RSC role emerges from this capacity, significantly speeding up your deployment process.

Additionally, there will be occasions when the RSC needs to collaborate closely with your teams to gain further insight and direction. Those sessions should be scheduled from the start and maintained with a cadence for success. This includes six months of weekly two-hour sessions with the consultant following the initial 90-day activation period.

If not mutually agreed otherwise in writing, the start date for the Resident Services Consultant Service will be within one (1) week of the end of the Platinum Activation. The parties will mutually agree upon a suitable schedule for sessions after their first meeting.

Scope of Services

The scope of the Services offered under this Service Brief is composed of the base scope and five (5) Customer-chosen use cases. Data Sources used in the Scope of Services table below refers to unique system or platform types generating data and not an individual device, devices, or protocols. For example, but not limited to, Palo Alto Networks firewalls, Windows Event Logs, Unix/ Linux system logs.

Base Scope	Description	Parameters
Architecture Review & Enhancement	Evaluate the current Cribl architecture to identify opportunities for scaling and supporting new use cases. Includes recommendations for improving efficiency, resilience, and long-term flexibility.	Enhanced Architecture Plan
Use Case Planning Workshop	Collaborative workshop to review and prioritize expansion goals, understand success criteria, and align teams on what each new use case is meant to achieve.	-
Use Case Enablement	Hands-on support to configure, validate, and operationalize new use cases within the existing Cribl environment. Includes tuning and guidance to ensure data flows, transformations, and routing meet expectations.	-
Deployment Optimization & Validation	Targeted review and performance validation of expanded use cases. Cribl will verify configurations, confirm system behavior, and ensure readiness for full-scale usage.	Optimization checklist and validation summary
Documentation	Updated documentation of Customer's Cribl Subscription Service deployment reflecting architectural changes, supported use cases, and configuration insights to help scale and maintainability.	1 – Updated Architecture Document 1 – Updated "As Built" Configuration Summary

Custom Use Case	Description	Parameters
Data Onboarding	Onboarding data and routing to one destination and Cribl Lake, if applicable. Convert data formats to match the destination system requirements.	5 Data Sources
Advanced Data Onboarding	Onboarding data sources that require custom REST collectors or advanced configurations.	2 Data Sources
Data Archiving	Configuration and testing of non-Cribl Lake data archive settings, including S3 partitioning strategy, Log Replay configuration, and validation.	1 Destination
Data Reduction	Building pipelines to reduce data volume or event size going to a destination system. Requires the customer to onboard the data source or a Data Onboarding Use Case.	2 Data Sources
Data Routing	Delivery of raw, unformatted data, or a subset of data to two or more destinations.	25 Sources
Logs to Metrics	Building pipelines to convert event log data to metrics.	2 Data Sources
Edge Deployment	Plan and configure the deployment of Edge nodes for data collection.	3 Fleets
Data Enrichment	Building pipelines for the enrichment of data sources.	3 Sources
Cribl Search	Implementing and adopting use cases with Cribl Search, featuring practical training sessions using Customer Data Sets.	Configure 1 Dataset Provider Configure 1 Dataset Create 1 Dashboard Create 5 Searches Create 2 Datatypes Create 2 Parsers

Terms and conditions

Cribl, or an authorized partner, will provide the Services as described in this Service Brief and subject to the applicable Order Form and Subscription Services Agreement, or other applicable agreement in place between Cribl and the Customer. Any capitalized terms not defined in this Service Brief have the same meaning ascribed to them in the Subscription Services Agreement and Cribl's Documentation.

Out of scope

The following are out-of-scope items:

- Custom scripting to pull or push data sources
- Continuous integration/continuous deployment or automation of deployment of Cribl infrastructure
- Installation or configuration of operating system and/or container deployments
- Modification to Customer firewalls or network load balancers
- Backup and recovery of the Cribl implementation
- Daily maintenance of the Cribl implementation
- Performance testing and benchmarking of the platform
- Product training outside of guidance during working sessions
- Any services or activities other than those explicitly specified in this Service Brief

Service expiration

Customer has a period of ninety (90) days beginning on the date of your Order Form to schedule and utilize the Services identified in this Service Brief (the "Service Period"). Cribl's obligation to provide the Services will expire automatically upon expiration of the Service Period. Any unused portion of the Services is non-refundable and non-creditable. Cribl may agree in its sole discretion to deliver the Services after the end of the Service Period if Customer provides a written request to Cribl at least thirty (30) days before the end of the Service Period.

Requirements

To ensure delivery of the Services as described in this Service Brief, Customer must:

- Provide sufficient sample data containing no personal data for the consultant to work offline for Use Case development when applicable
- Ensure the required hardware is installed and operational before the first working session
- Attend scheduled meetings ranging from one (1) to four (4) hours
- Complete the prerequisite work before scheduled meetings
- Bring subject matter experts (SMEs) to meetings to assist with the integration of Cribl products in your environment
- Validate use cases and provide feedback about deployment in a timely manner
- Use cases are defined during the Use Case Planning Workshop. Customer may only change a use case during the Activation if no work has been performed on that use case
- Customer must review and provide written acceptance or feedback on each Use Case within five (5) business days from the later of the conclusion of the final working session or delivery of supporting documentation. If no response is received, the Use Case will be deemed accepted
- Non-critical issues or cosmetic imperfections will not delay acceptance and will be addressed post-acceptance
- If a Use Case is proven functional in development or testing and production rollout is delayed for reasons unrelated to functionality, the Use Case and supporting documentation will be considered accepted and complete

Scheduled meetings

Cribl may perform the Consulting Services described in this Service Brief during mutually agreed upon scheduled meetings. Customer agrees to provide at least forty-eight (48) hours' prior written notice to cancel, reschedule, or otherwise change the length of a scheduled meeting.

Cribl | The **AI Platform** for Telemetry

Learn more at cribl.io | Try Cribl Sandboxes | Join our Slack community | Follow us on LinkedIn and X

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