**DATASHEET**

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# Cribl Technical Services

Our Technical Services are here to ensure you get the most out of your investment in Cribl Stream™. We provide two different options based on the level of support your organization requires. Technical Advisory Services will act as your Stream Coach, helping your teams understand best practices and set a foundation for your success. Technical Delivery Services is here to help you build out configurations based on your specific needs and requirements. They are the extra pair of hands to help you hit your deadlines.

## Technical Advisory Services

We can guide you through the planning, implementation, adoption and expansion of your Stream environment.

**WHAT WE CAN HELP WITH:**

• *Helping you to understand how to scale your deployment*
• *Giving guidance in ensuring your configurations align with best practices*

**SAMPLE OF SERVICES PROVIDED**

### 💡 1. Planning

• *Documenting Success Objectives*
• *Architecture Design*
• *Data Assessment*

### ⚙️ 2. Implementation

• *Technical Delivery Guidance*
• *Informal Product Education*
• *Identify Potential Dependencies/Roadblocks*

### ✅ 3. Adoption

• *Overseeing configuring of Sources, Routes, Pipelines and Destinations*
• *Knowledge Transfer of Best Practices*
• *Performance Review*

### 🚀 4. Outcomes

• *Technical Delivery Guidance*
• *Informal Product Education*
• *Identify Potential Dependencies/Roadblocks*

If you need help with something not highlighted in this list, just ask! We're here for you.

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THE BENEFITS OF
WORKING WITH
CRIBL TECHNICAL
ADVISORY SERVICES

• Quicker time to value
• Uplift of internal support teams
• Optimization of resources

**Technical Delivery Services**

Our Technical Delivery Services are here to assist with deployment and configuration of your Stream environment.

**WHAT WE CAN HELP WITH:**

• *Setting up a custom data source not seen in our out-of-the-box list*
• *Establishing custom data pipelines for unique data sources*

**SAMPLE OF SERVICES PROVIDED**

**1. Planning**

• *Scope Deployment Architecture based on Customer Needs*
• *Develop Roadmap for Success*

**2. Implementation**

• *Install Stream in Single Instance or Distributed Environments*
• *Integrate with Appropriate Destinations*
• *Collect Required Data Sources*

**3. Adoption**

• *Develop Routes and Pipelines to Achieve Desired Outcomes*
• *Enrich Data via Lookups*
• *Training for Internal Engineers*

**4. Outcomes**

• *Demonstrate the Value Derived*
• *Handoff to Customer Teams*
• *Identify Additional Potential Opportunities for Use*

**How We Work**

Cribl's Technical Services are sold in daily bundles of 5,10 & 20 day increments. These days are to be consumed on a per day basis and can not be fractionalized.

Once you have purchased one of our Technical Service Packages you will be assigned a dedicated Service Engineer. There will be an introductory meeting scheduled by your Account or Customer Success Team. From here your Services Engineer will walk you through an on boarding session to understand your requirements and set a schedule for delivery.

It is important to consume your Technical Service hours within a 12 month period from purchase as they will expire after a year.

*\* Any custom codes, scripts or configurations come with a 30-day guarantee of support. From that point on support will transfer to Local Admin on your staff*

**ABOUT CRIBL**

**Cribl makes open observability a reality for today's tech professionals.** The Cribl product suite defies data gravity with radical levels of choice and control. Wherever the data comes from, wherever it needs to go, Cribl delivers the freedom and flexibility to make choices, not compromises. It's enterprise software that doesn't suck, enables tech professionals to do what they need to do, and gives them the ability to say "Yes." With Cribl, companies have the power to control their data, get more out of existing investments, and shape the observability future.Founded in 2017, Cribl is a remote-first company with an office in San Francisco, CA. For more information, visit **www.cribl.io** or our **LinkedIn**, **Twitter**, or **Slack** community.