SERVICE BRIEF

Cribl Resident Services Consultant

Cribl
The AI Platform for Telemetry

Overview

Accelerate and optimize the value of Cribl's Data Engine for your IT and Security. Cribl Resident Services Consultants work with your team to help ensure you get the most value from your Cribl Data Engine investment.

How it works

Unlocking the full potential of Cribl as your data engine for IT and security data can transform your data management and analytics capabilities. However, we recognize that the journey to full product adoption can be challenging due to various factors such as time constraints, the need for more in-depth guidance, or simply the desire for a more structured approach to learning and integration. To address these challenges and ensure you get the most out of your investment, this is where our Resident Services Consultant (RSC) offering can help.

Your RSC will work remotely with your team over a 6-month period. Your RSC will be available to conduct working sessions directly with your team or with remote access, independent of your team. The packages offer 4, 8 or 20 sessions per month depending on the level of services you purchase. These working sessions will target 2 hours and include hands-on work to solve your specific needs.

Your RSC will be integrated into your Cribl setup, offering 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 true 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 maintain a cadence for success.



The challenge

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The solution

The Cribl Resident Services Consultant is your personal guide and collaborator in your success — your Resident Services Consultant stands ready to assist you through even the most complex technical hurdles.

If not mutually agreed otherwise in writing, the start date for the Resident Services Consultant Service Brief will be within one (1) week of Cribl's acceptance of the Customer's purchase order for the Resident Services Consultant Service Brief. The parties will mutually agree upon a suitable schedule for sessions after their first meeting.

Services scope

Your RSC will provide services related to all facets of the Subscription Services. The following services are examples of tasks:

- Document system architecture and configurations.
- Analyze and optimize system performance and bottlenecks.
- Evaluate and recommend hardware adjustments for efficiency and optimization.
- Review and plan for software upgrades and rollback strategies.
- Streamline and optimize data pipelines and configurations.
- Implement data reduction strategies for destination system efficiency.
- Develop custom reporting and dashboards for data analysis.
- Develop and implement data lake storage solutions and replay strategies for efficiency and security.

Requirements

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

- Establish scheduled sessions with the RSC at the start of the Service Period and provide remote access to accomplish tasks independent of working sessions.
- Provide reasonable assistance to the RSC.

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.



The benefits

- Established scheduled working sessions ensure consistent progress and timely achievement of your goals.
- Personalized expert guidance tailored to your unique needs and challenges.
- Enhanced product mastery through hands-on, actionable learning experiences.

SKU

Cribl Resident Services Consultant

PS-RSC-SILVER (Cloud):
$18,000 (4 Sessions per month – 6 Months)

PS-RSC-GOLD (Cloud):
$36,000 (8 Sessions per month – 6 Months)

PS-RSC-PLATINUM (Cloud):
$90,000 (20 Sessions per month – 6 Months)

Out of scope

The following are out-of-scope items:

- Modification, installation, or maintenance of customer hardware including systems and network equipment.
- Modification, installation, or maintenance of non-Cribl products or services.
- Weekend and holiday availability.
- Onsite visits.
- Any services or activities other than those explicitly specified in this Service Brief.

Service expiration

The Customer has a period of 180 days from the effective date of the Resident Services Consultant Service Brief to use the RSC ("Service Period"). Unless approved by Cribl, the services will terminate automatically at the conclusion of the Service Period. Any unused portion of services under the Resident Services Consultant Service Brief is non-refundable and non-creditable. Cribl may deliver services under this Service Brief after the end of the Service Period in its sole discretion provided the Customer provides written notice at least thirty (30) days before the end of the Service Period.

Scheduled sessions

Cribl may provide the services described in this Service Brief during mutually agreed upon scheduled sessions with Customer. Customer agrees to provide at least forty-eight (48) hours' prior written notice to cancel, reschedule, or otherwise change the length of a scheduled session. If Customer fails to provide such notice, Cribl may charge customer for the full price of the originally scheduled session.

Cribl®

The **AI Platform** for Telemetry

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