



# Cribl Customer Success Overview

Cribl's Customer Success team is designed to guide, shape, and advise you throughout your entire journey with Cribl. Customer Success Engineers (CSE) collaborate closely with you to understand your unique needs, and will coordinate with internal resources at Cribl to ensure all your goals are achieved.


## ONBOARDING IGNITION

 Exchange ideas and craft a flight path toward success.

## ACTIVATION BLAST OFF

 Throttle up as we accelerate through implementation.

## ADOPTION ACHIEVED

 Destination is reached when you unlock the value of all your IT and security data with Cribl.

At every junction of your journey, they'll act as your trusted guide. So sit back, relax, and know you're on the right path towards optimizing and maximizing Cribl value.

**What are you waiting for?**  
**Start taking control of your data today!**

## Benefits of working with Customer Success Engineers:

### Ecosystem introduction:

Get you acquainted with the vast and vibrant Cribl ecosystem such as Cribl Curious, Cribl Community, and the CriblCon user conference.

### Joint success plan (JSP):

Oversee and guide the execution of our shared success plan.

### Continuous goal review:

Your goals are our top priority! We'll continually review, prioritize, and recommend current and future-state goals to make sure we're on track to achieving them.

### Support and training:

Help you understand Cribl's Support and Training mechanisms, making sure you're well-equipped to tackle any challenges.

### Implementation oversight:

As you dive into implementation, we'll be by your side, whether it involves Cribl Professional Services or a third party.

### Adoption assurance:

Ensure your organization fully embraces and utilizes all Cribl features and functionalities appropriate to your data.

### Maximizing Cribl's value:

Your company deserves the very best from Cribl, and we'll make sure you get the maximum value from our platform.

### Best Practices and architecture:

Advise you on best practices and make architecture recommendations best suited for your unique environment.

### Inspiring with peers' success:

Learn from the greats! We'll show you the different ways your industry peers are capitalizing on Cribl's potential.

### Feature updates:

Keep you informed of new features and enhancements so you can use them first.

### Light demos:

The magic is in the demos. We'll dazzle your teams with jaw-dropping demos and showcase all that Cribl is capable of achieving in your environment.

## ABOUT CRIBL

Cribl, the Data Engine for IT and Security, empowers organizations to transform their data strategy. Customers use Cribl's vendor-agnostic solutions to analyze, collect, process, and route all IT and security data from any source or in any destination, delivering the choice, control, and flexibility required to adapt to their ever-changing needs. Cribl's product suite, which is used by Fortune 1000 companies globally, is purpose-built for IT and Security, including [Cribl Stream](#), the industry's leading observability pipeline, [Cribl Edge](#), an intelligent vendor-neutral agent, and [Cribl Search](#), the industry's first search-in-place solution. Founded in 2018, Cribl is a remote-first workforce with an office in San Francisco, CA.

Learn more: [www.cribl.io](https://www.cribl.io) | Try now: [Cribl sandboxes](#) | Join us: [Slack community](#) | Follow us: [LinkedIn](#) and [Twitter](#)

©2024 Cribl, Inc. All Rights Reserved. 'Cribl' and the Cribl Flow Mark are trademarks of Cribl, Inc. in the United States and/or other countries. All third-party trademarks are the property of their respective owners. OPG-0004-EN-1-0324