SERVICE BRIEF

Cribl Partner Acceleration Services

Cribl

The AI Platform for Telemetry

Overview

A successful Cribl deployment is a shared journey. The Partner Acceleration Services Program fosters a collaborative environment where our expertise and your team's knowledge come together to achieve optimal results.

Your Cribl expert consultant will work remotely with your Services Delivery team over the course of your Cribl deployment. We collaborate closely with the service delivery team and your team, offering hands-on working sessions to facilitate knowledge sharing and support project execution. The packages offer you the flexibility to provide the right amount of configuration needs during the project lifecycle.

How it works

The Cribl Partner Acceleration Services Program fosters a collaborative environment where your team and a dedicated Cribl Expert Consultant work together from the beginning. This translates into streamlined project planning adhering to Cribl best practices, ensuring efficient resource allocation and a clear roadmap. Throughout the project, the Cribl expert actively joins key phases, providing leadership and guidance during calls with your team. This fosters real-time problem-solving, knowledge transfer, and keeps the project progressing smoothly. Additionally, the consultant empowers your team to gain valuable skills through collaboration, equipping them to confidently handle future Cribl deployments. This collaborative approach ensures both project success and builds your team's long-term expertise.

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



The challenge

Unlocking the full potential of Cribl as your data engine for IT and security can be challenging without a partner collaborating with you. Optimizing for a rapid and effective rollout is more readily achieved when you have seasoned Cribl experts working by your side.



The solution

By leveraging Cribl's expertise throughout the project lifecycle, you gain access to expert guidance, collaborative support, and risk mitigation strategies. This ensures streamlined implementations, minimizes potential issues, and fosters a foundation for long-term success, ultimately leading to enhanced customer satisfaction.

Services scope

Your Cribl consultant will provide services related to all facets of the Cribl product suite related to deployment of a new Cribl environment. The following tasks are within scope:

- **Kickoff and Project Advisory Consulting:** We work closely with you to understand your environment, requirements, and goals. This initial assessment lays the foundation for a successful project.
- **Design and Architecture Phase:** Our team collaborates with you and your services delivery team to design a robust and scalable solution that aligns perfectly with your technical and business needs.
- **Configuration and Testing Phases:** We guide the implementation process, ensuring the designed solution functions flawlessly, performs optimally, and integrates seamlessly with your existing systems. This includes system configuration review, testing guidance, and adjustment recommendations.
- **Health Check:** Following deployment, we perform a comprehensive health check to assess the solution, identify any potential issues, and optimize performance for ongoing use.

The benefits

- Leverage Cribl's expertise to optimize deployments and address potential challenges.
- Work closely with Cribl throughout the project lifecycle for a smoother experience.
- Expedite deployments and ensure you can benefit from Cribl's solutions faster.

SKU

Cribl Partner Acceleration Services

PS-PA-GOLD:
$12,000 – 16 Sessions

PS-PA-PLATINUM:
$24,000 – 32 Sessions

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.

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 90 days from the start date of the Partner Acceleration Services Service Brief to use (“Service Period”). Unless approved by Cribl, the Service will terminate automatically at the conclusion of the 90-day period. Any unused portion of services or days under the Partner Acceleration Services Service Brief is non-refundable and non-creditable. Cribl may deliver Partner Acceleration Services Briefs after the end of the Service Period if the Customer provides written notice at least thirty (30) days before the end of the Service Period and Cribl agrees to provide services under the Service Brief after the end of the Service Period.

Requirements

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

- Establish scheduled sessions with the Consultant at the start of the term or provide remote access to accomplish tasks independent of working sessions.
- Provide reasonable assistance and feedback to the Consultant.

Cribl®

The **AI Platform** for Telemetry

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