SERVICE BRIEF

Cribl Activation Service – Gold

Cribl

The AI Platform for Telemetry

Activation service overview

Implementing a new tool or service can be intimidating, but it doesn't have to be. With Cribl Activation Service, your teams will learn the fundamentals of deploying Cribl and develop the necessary skills to maximize usage. They'll get first-hand experience on how to navigate through various key features, understand what makes for successful use cases, and at the end of 90 days, they'll walk away empowered with knowledge on how best to optimize the Subscription Services to help reach your organization's data goals.

Activation Services are delivered remotely. A dedicated expert will be assigned to your organization and will personally guide you and your team through every step of deployment.

Following your Activation, your consultant will work remotely with your team over a 6-month period. Your Resident Services Consultant (RSC) will be available to conduct working sessions directly with your team or with remote access, independent of your team. This includes 4 sessions per month. These working sessions will target 2 hours and include hands-on work to solve your specific needs.

How it works

Cribl will provide the services described in the Activation Scope. The services will be delivered remotely by Cribl-certified consultants. Due to the nature of the work and the need for access to systems, we require Customer to join virtual sessions and engage with their required teams. To prepare for each meeting, Cribl will provide agendas in advance with information such as which team members should join based on the topics covered.

If not mutually agreed upon in writing, the start date for the Activation Service will be within one (1) week of Cribl's acceptance of the Customer's purchase order for the Activation Service. The parties will determine a suitable schedule for remote work after their first meeting based on the prescribed schedule below.

Why Cribl activation service?

Enjoy custom guidance to get up and running fast with your Cribl deployment. Save yourself the hassle, time, and energy, and gain control of your data. Following your activation, the Cribl Resident Services Consultant stands ready to assist you through even the most complex technical hurdles.

Benefits

- Kick-off and deployment in 90 days or less.
- Implement best practices that align with your organization's specific goals.
- Clear communication and assistance so your teams are set up for future success.
- Includes Resident Services Consultant for six months following the activation to ensure consistent progress and timely achievement of your goals.

SKU

Cribl Activation Service – Gold

PS-CAS-GOLD

Cost: $48,000

Following the Activation, 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.

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 Gold Activation. The parties will mutually agree upon a suitable schedule for sessions after their first meeting.

Activation scope

The Activation scope is composed of the base scope and three (3) Customer-chosen Use Cases. The number of sessions for this Activation is approximately thirty (30).

Base Scope	Description	Parameters
Architecture	Architecture for the deployment and planning for dependencies.	-
Use Case Planning Workshop	Workshop to cover requirements and expected goals of each Use Case being deployed.	-
Deployment	Deploy the Subscription Services on Customer-provided infrastructure, or for Cribl.Cloud Customers, on-premises or Customer cloud worker groups.	1 Leader 2 Worker Groups
Source/Destination Configuration	Source and destination setup and configuration in Cribl Products with data archived to Cribl Lake for Log Replay.	1 Source, 1 Destination, and 3 Use Cases
Deployment Validation	Validation of the deployed use cases to confirm optimized system and ready for full production use.	-
Documentation	Document the currently deployed Cribl deployment. Including the original architecture for the deployment.	1 – Architecture Document 1 – As Built Document

Custom Use Case	Description	Parameters
Data Onboarding	Onboarding data and routing to one destination and Cribl Lake. Convert data formats to match 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

Custom Use Case	Description	Parameters
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.	5 sources
Logs to Metrics	Building pipelines to convert event log data to metrics.	2 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
Data Routing	Delivery of data or a subset of data to two or more destinations.	25 sources
Cribl Search	Implementing and adopting use cases with Cribl Search, featuring practical training sessions using your data sets.	Configure 1 Dataset Provider Configure 1 Dataset Configure 1 Dashboard Create 5 Searches Create 2 Datatypes Create 2 Parsers

Resident 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

Terms and conditions

Cribl, or an authorized partner, will provide the Consulting 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:

- Custom scripting to pull or push data sources
- CI/CD or automation of deployment of Cribl infrastructure
- Installation or configuration of OS 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

The Customer has a period of ninety (90) days starting from the start date for the Activation Service to schedule and utilize the Activation Service ("Service Period"). Unless an extension is approved by Cribl, the Service will terminate automatically at the conclusion of the ninety-day period. Any unused portion of the Activation Service is non-refundable and non-creditable. Cribl may deliver Activation Services 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 Activation Services after the end of the Service Period.

Requirements

To ensure delivery of Activation 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
- Have Customer hardware installed and operational prior to the first Activation Services session
- Attend scheduled meetings ranging from one (1) to four (4) hours
- Complete prerequisites work prior to scheduled meetings
- Bring subject matter experts (SMEs) to meetings to assist with integration of Cribl Products in Customer's environment
- Validate Use Cases and provide feedback about deployment in a timely manner
- Use cases are defined during the Use Case Workshop. A customer can only change a use case during the engagement if no work has been performed on that use case
- Establish scheduled sessions with the RSC at the start of the Service Period and provide remote access to accomplish tasks independent of working sessions

The customer has five (5) business days to review and provide written acceptance or feedback on the Use Case. If no response is received, the deliverables will be accepted by default, unless critical defects are reported within this period. Non-blocking issues will not delay acceptance and will be addressed post-acceptance. If the Use Case is proven functional in development or testing, and production rollout is delayed for reasons unrelated to functionality, the deliverables will be considered accepted and complete.

Scheduled meetings

Cribl may perform the services described in this Service Brief during mutually agreed upon scheduled meetings 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 meeting. If Customer fails to provide such notice, Cribl may charge customer for the full price of the originally scheduled meeting.

Cribl®

The **AI Platform** for Telemetry

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