



WHAT YOU CAN EXPECT AS A NEW ARMOR CUSTOMER

At Armor, we take the onboarding and support of new customers very seriously and have put together the following material to help you understand what to expect from us as part of our relationship with you. Onboarding and support is a collaborative effort across a number of teams within Armor. Each of these teams plays a unique role in the process but share a collective aim to deliver exceptional service and value to new Armor customers.

SUPPORT OPTIONS TO FIT YOUR REQUIREMENTS

Armor makes cybersecurity simple with the following services structure you can use to align Armor support to the needs of your organization. Armor support services are broken into three tiers – Basic, Advanced and Enterprise Support. Choose the option that best suits your cybersecurity and compliance needs.

BASIC

For smaller organizations with security and compliance needs but on a tighter budget.

ADVANCED






















For larger companies who want dedicated Customer Experience Manager (CXM) support, guidance and advocacy but don't require 24/7/365 attention.

Most new Armor clients choose Advanced.

ENTERPRISE

For large-scale organizations seeking dedicated CXM support and round-the-clock access to Armor team resources. Includes Quarterly Executive Business Reviews.

ONBOARDING AND SUPPORT MATRIX

		ONBOARDING (1 TO 4 WEEKS)			ONGOING SUPPORT		
SALES		Sales and Solutions Consultant engaged with Onboarding team					
MANAGED ONBOARDING		Armor assigns a dedicated Project Manager	Kickoff	Progress Reviews	Closeout		
		Welcome Kit	PM: Implementation		Handoff to Support		
SUPPORT	BASIC		Armor assigns an Implementation Engineer		Ticketing Support 		
	ADVANCED	Armor assigns a dedicated Customer Experience Manager 	Armor assigns an Implementation Engineer 		Extended Support   	Semi-Annual Business Reviews 	
					Monthly Cadence Calls  		
	ENTERPRISE	Armor assigns a dedicated Customer Experience Manager 	Armor assigns an L3+/ Enterprise Engineer 			Round-the-Clock Support   	Quarterly Executive Business Reviews 
						Enterprise Engineering Team 	Architectural Consultation and Design Support 
						Weekly Cadence Calls  	24/7 Direct Access to L3+/ Enterprise Engineers  
SECURITY OPERATIONS			Telemetry is immediately ingested, analyzed and correlated; presented in Armor Client Portal (AMP).		24/7/365 Detections and Incident Response		

 = Optional Premium Service Tier  = Ticketing

* The duration of your onboarding process is reflective of the services you have opted for from Armor, the size and complexity of your environment and the readiness of your team(s) to turn on Armor services.