

# Swimlane Customer Experience

An Immersive Partnership to Drive Success

## Committed to Your Success

Our customers' success is the foundation of Swimlane's mission and drives our approach to customer engagement. The Swimlane Customer Experience Program was created with that commitment to our customers in mind.

Swimlane's Customer Experience team delivers a smooth and successful journey from onboarding to optimization of your Swimlane security, orchestration, automation and response (SOAR) solution. Driven by experts across Customer Success, Professional Services, Training and Certification and Technical Support, Swimlane ensures your success every step of the way.

### Customer Success - Dedicated Resource

The Swimlane experience begins with an assigned Swimlane Customer Success Manager (CSM). Your CSM will help identify your specific needs, use cases and metrics to measure your success. This partnership ensures that the proper foundation has been laid for building, testing, and deploying Swimlane at your organization. As continue to work with Swimlane, your CSM will perform monthly health checks and make recommendations as necessary.



## About Swimlane

Swimlane is at the forefront of the security orchestration, automation and response (SOAR) solution market. By automating time-intensive, manual processes and operational workflows and delivering powerful, consolidated analytics, real-time dashboards and reporting from across the security infrastructure, Swimlane maximizes the incident response capabilities of over-burdened and understaffed security operations.

The unified defense platform offers a broad array of features aimed at helping security operations centers (SOCs) to address both simple and complex security activities, from prioritizing alerts to remediating threats and improving performance across the entire organization.

## Professional Services – Hands-on Expertise

No two organizations are the same just as no two implementations of Swimlane are the same. Our professional services team works with you to tailor Swimlane to your people, processes and security technologies – not the other way around. We design a fit-for-purpose solution that is flexible and powerful enough to intelligently address your most complex use cases. Swimlane Professional Services bring an unrivaled depth and breadth of knowledge around security operations and SOAR solutions. With decades of combined expertise and thousands of hours across hundreds of customers, we've packaged the most valuable services to offer our customers the fastest time-to-value.

## Training and Certification

Swimlane's training program covers everything needed for an organization to learn how to configure the Swimlane platform and build and manage custom Swimlane content. Swimlane training works with you to develop applications, forms, workflows, third-party integrations, reports and dashboards that fit your organization's goals. We provide standard training or can develop a customized training with hands-on, instructor-led programs delivered virtually or onsite.

## Certification Program

Swimlane's Certification Program is designed to help you get the most out of Swimlane's SOAR solution. The training offers multiple certification levels, including certifications for Swimlane users, administrators and developers.



Swimlane Certified  
SOAR User (SCSU)



Swimlane Certified SOAR  
Administrator (SCSA)



Swimlane Certified  
SOAR Developer (SCSD)

## Support When You Need It

The Swimlane Technical Support Services team manages the day-to-day knowledge, skills and trouble-shooting with the highest quality service to keep you on track and maximize your return on investment. With Swimlane, you have 24/7 access to a full-featured, centralized portal that allows you to submit questions, feature requests or bugs in one place and our team of skilled support engineers work with you to find the best solution to any support issues you may have.



## Join Your Peers in the SecOps Hub Community!

When you have a question or would like to connect with your peers, turn to Swimlane's SecOps Hub. SecOps Hub is a community of security pros gathered to discuss SecOps strategies, incident response best practices and ways to simplify it all with SOAR. Although Swimlane is proud to host the community, and our in-house security experts contribute to many discussions, SecOps Hub is an open forum. Everyone is welcome to join and encouraged to contribute.