



EBOOK

CYBERARK CUSTOMER SUCCESS

LEADING EXPERTISE TO MAXIMIZE INVESTMENT VALUE AND REDUCE RISK

Introduction

ACCELERATE RISK REDUCTION AND INCREASE PRODUCTIVITY

Balancing security and business agility can be a real challenge. Onboarding users, managing privileges and protecting applications and infrastructure can be a resource-intensive and time-consuming process that hinders the pace of business.

When you are a CyberArk customer, you have access to the technical resources and expertise you need to streamline security initiatives and improve business results. Our experts can help you efficiently integrate security into your business programs and operational processes, and rapidly reduce risk.

As the established leader in Identity Security, CyberArk can help you strengthen your security posture, and increase productivity by making the most of your technology investments.



40% of companies that experienced the largest breaches in the last decade turned to CyberArk.¹

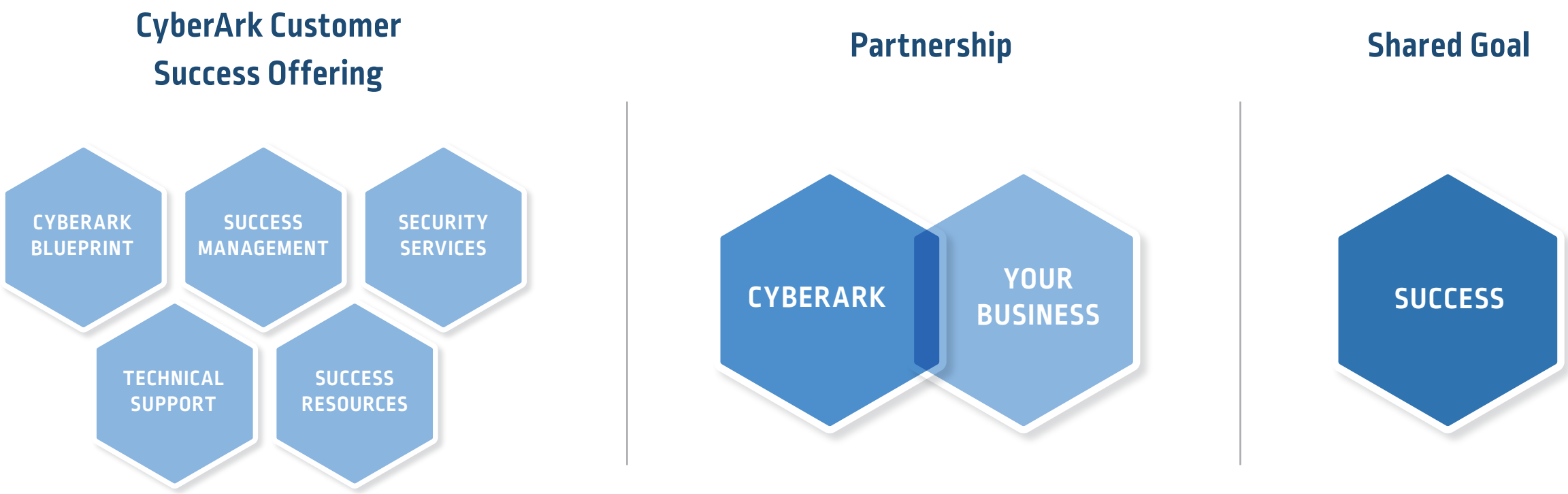
¹Based on internal CyberArk analysis of IDG's "[Biggest breaches of the 21st Century](#)" Published 1.28.18

When You Succeed, We Succeed:

CYBERARK CUSTOMER SUCCESS

CyberArk Customer Success helps you meet your goals and faster.

Our decades of experience helping the largest businesses in the world has taught us that combining great technology with strategies to drive adoption is the source of security success. By working with CyberArk Customer Success, you partner with a global team of experts driven to help you meet your unique goals and mature your Identity Security posture.



Mapping the way:

CYBERARK BLUEPRINT

A Well-Defined Roadmap Helps Ensure Success

Identity Security solutions can help you protect assets and data, and accelerate business agility. But formulating an effective Identity Security program can be a daunting proposition with so many different identities, device types, and workloads to secure, and so many different attack vectors to guard against.

The CyberArk Blueprint is a best-practice framework for instituting a successful Identity Security program. Simple, yet comprehensive, the CyberArk Blueprint provides a prioritized and phased risk-based approach that closely aligns Identity Security initiatives with potential risk reduction. The Blueprint can help you quickly strengthen your security posture by defending against the most common tactics attackers use to steal data and wreak havoc.

[LEARN MORE](#)





Tailored Guidance:

SUCCESS MANAGEMENT

Success is defined differently from business to business. And regardless on how you measure success, our Success Management team helps you unlock outcome-based strategies that drive your business goals forward.

Program Roadmap. CyberArk experts work with you and your team(s) to prioritize use cases and lay out a program schedule aligned to the risk-based approach of the CyberArk Blueprint, factoring in your goals, priorities and current security state.

Best Practice Guidance. Customer Success Managers focused on driving rapid outcomes help you maximize your investment. In addition, Customer Success Managers become the liaison between CyberArk Security Services and shared partners – helping align software implementations with business objectives.

Success Plans. CyberArk provides strategically packaged resources, guidance and expertise to help you manage and accelerate business outcomes. Define an outcome-based plan with the help of a designated Customer Success Manager, train your internal teams and choose from a collection of predefined outcomes that expand and evolve your unique Identity Security program.

[LEARN MORE](#)

Leveraging Leading Expertise:

SECURITY SERVICES

CyberArk Security Services helps many of the world's largest enterprises effectively design, deploy and optimize Identity Security programs. Furthermore, CyberArk has been front and center in helping recover control of compromised privileged credentials in nearly half of largest breaches in the last decade. As such, when working with CyberArk Security Services or one of our CyberArk strategic partners you gain access to leading expertise and rapid time-to-value.

Strategic Consulting. Our experts help architect advanced and mature Identity Security programs with targeted recommendations. Services include defining roadmaps, proposing a roll-out strategy to rapidly integrate identity security into the enterprise, help defining success criteria and key performance indicators (KPIs).

Design & Deployment. CyberArk offers design and deployment jump start packages and customized services to help you accelerate time-to-value, remove adoption barriers and make the most of your investments. CyberArk Jump Starts are strategically packaged engagements to plan, deploy and secure CyberArk solutions while customized services help address the most demanding requirements.

Remediation Services. CyberArk consultants certified in Incident Response help you rapidly regain control of compromised credentials, including access to the entire CyberArk Identity Security Platform and prearranged terms and conditions to ensure a rapid response when urgency is needed the most.

[LEARN MORE](#)



Empowering Internal Teams:

SUCCESS RESOURCES

CyberArk provides a wide range of Success Resources to help internal teams get the most out of the CyberArk solutions. From a variety of CyberArk training and certification programs, to a rich community of CyberArk users and marketplace, and optional Red Teams services to help you test your defenses.

Learn, engage and collaborate with your peers, CyberArk experts and partners

38K+

Registered members

1,800+

Members actively participating monthly

3,800+

Knowledge Articles and videos

10,000+

Answered Questions

TECHNICAL COMMUNITY

CLICK HERE TO VISIT THE CYBERARK TECHNICAL COMMUNITY

Set your team members up for success

Multiple learning formats:
Self-paced;
Instructor-led; Private;
Online Tutorials

200+

Live Training Sessions per year

Hands-on experience using dedicated labs

4 levels of certifications for multiple types of users

CYBERARK UNIVERSITY

LEARN MORE

Access a rich set of automations, tools and integrations

250+

Certified joint integrations

200+

Plug-ins

20,000+

Visits per month

2,800+

Downloads per month

CYBERARK MARKETPLACE

CLICK HERE TO EXPLORE THE CYBERARK MARKETPLACE

Get deep insights into the strengths and weakness of your business

Test the defenses of your business

Gain a view of attacker's TTP (tactics, techniques and procedures)

Detect areas of risk and vulnerabilities

Optimize configurations to reduce found risks

RED TEAM

LEARN MORE

TECHNICAL COMMUNITY

CYBERARK UNIVERSITY

Icon showing three people in a network

CYBERARK MARKETPLACE

RED TEAM

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www.cyberark.com

Ensuring a smooth performance of your solutions:

TECHNICAL SUPPORT

Committed to deliver an optimal customer experience, CyberArk provides 24/7 support to all customers. [Premium Technical Support](#) is also available and it provides access to a designated team of senior support engineers who are well-versed in the needs of enterprise customers as well as CyberArk’s most expedited service level agreement.

A technical support that never sleeps



CyberArk’s technical support resources are distributed across ten different countries

Leverage multiple support contact channels



Email is ideal for minor issues



Phone is the best way to rapidly address critical issues



The Cases module of the Technical Community provides a robust way to track progress and revisit steps and answers

[LEARN MORE](#)



Summary:

ACCELERATE YOUR SUCCESS

CyberArk offers a wide range of professional and technical support services to help you achieve your business goals, mitigate risk and accelerate time-to-value.

From a prescriptive blueprint and success management plans, to expert planning, design, deployment and remediation services; CyberArk can help you improve every phase of your Identity Security journey.

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CyberArk Customer Success

Get Expert Assistance | Reduce Security Risk | Maximize Investment Value

