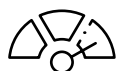## cyberhaven

Professional Services

Cyberhaven's team of data security experts enables you to:

Accelerate Time to Value

Our onboarding and implementation experts will help you set up and operationalize Cyberhaven with industry best practices and provide training so your security team is enabled quickly.

Maximize Security Team Impact

Get expert guidance on insights and recommendations so your team can focus on reducing insider risks and responding to threats.

Align to Best Practices

Ensure you are up to date with the latest and greatest Cyberhaven offers to mitigate threats and secure your data.

Onboarding

Cyberhaven Onboarding Services ensures you are up and running fast. As a part of onboarding, we cover:

- Hands-on Training
- Deployment Guidelines
- Integrations to User Directories, SIEM, SSO, API connectors, and more
- Policies and Dataset Tuning
- Access to the latest Policy Pack, including pre-built policies covering top use cases
- Insider Risk Management Tuning

	Training	Working Sessions	Description
ProServ - Onboarding - Standard CYB-PS-STANDARD-FY26	5 hours	**3 hours** (3x one-hour sessions)	Training • Console Orientation • Policies and Datasets • Insider Risk Management • Analytics and Reporting • Endpoint Management
ProServ - Onboarding - Enhanced CYB-PS-ENHANCED-FY26	8 hours	**12 hours** (12x one-hour sessions)	Everything you get with Standard Onboarding and Training, plus: • Advanced Configurations • Linea AI Enablement (if purchased) • Best Practices

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Ongoing Services

Analyst Services

Does not include Onboarding.

Cyberhaven Analyst Services help you stay on top of your company's data security goals and OKRs. With this offering, you can get an expert perspective on the data flowing through your systems, understand the sensitivity and priority, and ensure your policies and datasets are up to date to reflect the changes in your business.

Meeting Cadence covers:

- Policy Fine-tuning
- Optimize Custom lists and datasets
- Fine-Tune User Risk Groups
- Data Discovery

Business Reports include:

- Overview of anomalous activities
- Insights into risky users and insider threats
- Recommendations on new datasets and policies
- Overview of new use cases to consider

Business Unit Interviews help define policies that align with the company and unit goals. These typically cover:

- Understanding data flows
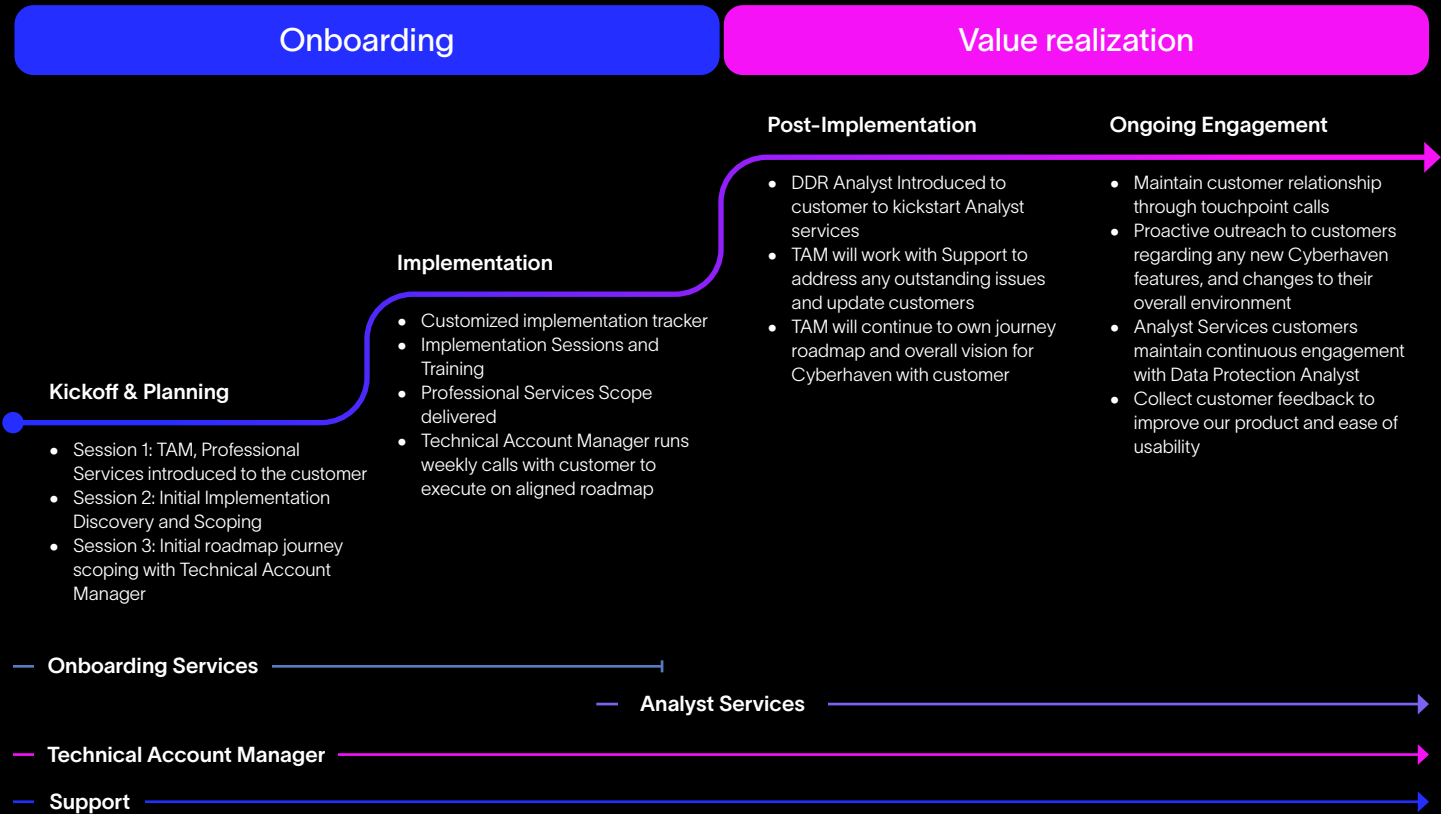- Data sensitivity
- Access policies
- Business criticality

	Meeting Cadence	Business Reports	Business Unit (BU) Interviews	Description
ProServ – Analyst Services – Standard CYB-SVCS-DDR-STD-FY26	Bi-Weekly	Quarterly	8 BUs	• Customize Dashboards and Reports per business needs • Configure Lists and User Groups • Configure Datasets and Policies • Live Data Discovery sessions • Incident and Risk Overview • Recommendations and Best Practices
ProServ – Analyst Services – Premier CYB-SVCS-DDR-PREM-FY26	Weekly	Monthly	15 BUs	
ProServ – Analyst Services – Linea Enabled CYB-SVCS-DDR-LIN-FY26	Weekly	Monthly	15 BUs	Same is Analyst Services - Premier Includes reporting on Linea AI incidents and Linea AI fine-tuning

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Technical Account Manager

Cyberhaven's Technical Account Manager (TAM) helps maximize your data security investment. With deep technical expertise and insider access to our product and engineering teams, your TAM becomes your strategic partner, guiding your data security initiatives. This service includes a weekly meeting cadence covering both direct interaction and internal advocacy within Cyberhaven to ensure your needs are met.

	Dedicated Time	Meeting Cadence	Reviews	Description
ProServ - Standard TAM CYB-STANDARD-TAM-SH-FY26	3 hours per week	Weekly	**Quarterly** • Environment Best Practices • Product Roadmap • New Features	• Your contact for support, escalations, and expert advice • Ongoing Education and Training for existing and new features • Ensure prompt and contextual response to your queries and support tickets • Guidance on the deployment and maintenance of your Cyberhaven instance • Quarterly reviews of your Cyberhaven instance • Advocate for feature requests and prioritize them • Custom Runbooks and FAQ • Policy and Dataset Fine-Tuning
ProServ - Premium TAM CYB-PREMIUM-TAM-SH-FY26	5 hours per week	Same as ProServ - Standard TAM		

Customer Journey

Onboarding **Value realization**

Post-Implementation
- DDR Analyst Introduced to customer to kickstart Analyst services
- TAM will work with Support to address any outstanding issues and update customers
- TAM will continue to own journey roadmap and overall vision for Cyberhaven with customer

Ongoing Engagement
- Maintain customer relationship through touchpoint calls
- Proactive outreach to customers regarding any new Cyberhaven features, and changes to their overall environment
- Analyst Services customers maintain continuous engagement with Data Protection Analyst
- Collect customer feedback to improve our product and ease of usability

Implementation
- Customized implementation tracker
- Implementation Sessions and Training
- Professional Services Scope delivered
- Technical Account Manager runs weekly calls with customer to execute on aligned roadmap

Kickoff & Planning
- Session 1: TAM, Professional Services introduced to the customer
- Session 2: Initial Implementation Discovery and Scoping
- Session 3: Initial roadmap journey scoping with Technical Account Manager

— **Onboarding Services**

— **Analyst Services**

— **Technical Account Manager**

— **Support**

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Professional Services

	Onboarding	Data Analyst	TAM
Enterprise & Strategic	**Enhanced Onboarding** Training Advanced Configuration 5 Working Sessions	**Premier Analyst** **Linea Premier Analyst**	**Technical Account Manager**
Mid Market	**Standard Onboarding** Training 3 Working Sessions	**Standard Analyst**	
SMB			

About Cyberhaven, Inc.

Cyberhaven is the AI-powered data security company revolutionizing how companies detect and stop the most critical insider threats to their most important data. Until now, data security products were limited to scanning data content and looking for specific user actions. Our AI technology analyzes billions of workflows to understand every piece of data within an organization, when it's at risk, and takes action to protect it. It's like nothing that's come before and protects data like nothing else.

To learn more, visit **cyberhaven.com**.

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