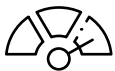# cyberhaven

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

Onboarding	Hours / Engagement	Description
Standard CYB-PS-STANDARD-FY26	8 hours	• Console orientation • Policies and datasets • Insider risk management • Analytics and reporting • Endpoint management
Enhanced CYB-PS-ENHANCED-FY26	20 hours	Everything above, 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

Analyst Services	Meeting Cadence	Business Reports	Business Unit (BU) Interviews	Description
Basic CYB-SVCS-DDR-BAS-FY26	2 meetings a year with Analyst and support via email	**Quarterly**	n/a	• Recommended dashboards and reports for business needs • Recommendations and best practices • Recommended datasets and policies • Incident and risk overview
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
Premium CYB-SVCS-DDR-PREM-FY26	**Weekly**	**Monthly**	15 BUs	

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Technical Account Manager Services

Cyberhaven's Technical Account Manager (TAM) service provides expert guidance, strategic alignment, and operational excellence tailored to your organization's data protection goals. Acting as your trusted advisor, your TAM ensures optimal deployment, proactive risk mitigation, and value realization.

TAM Services	Hours / Week	Ideal for
Standard CYB-STANDARD-TAM-SH-FY26	3 hours	Mid-sized organizations or focused use cases
Premium CYB-PREMIUM-TAM-SH-FY26	5 hours	Mid-sized organizations with moderate complexity
Elite CYB-ELITE-TAM-SH-FY26	10 hours	Large enterprises or high-touch environments

Core Inclusions Across All TAM Services

Technical Partnership

- Weekly syncs with stakeholders
- Proactive support case monitoring and escalation
- Continuous training and enablement

Expert Guidance

- Policy configuration and tuning best practices
- Feature request management and prioritization
- Endpoint health checks and deployment optimization
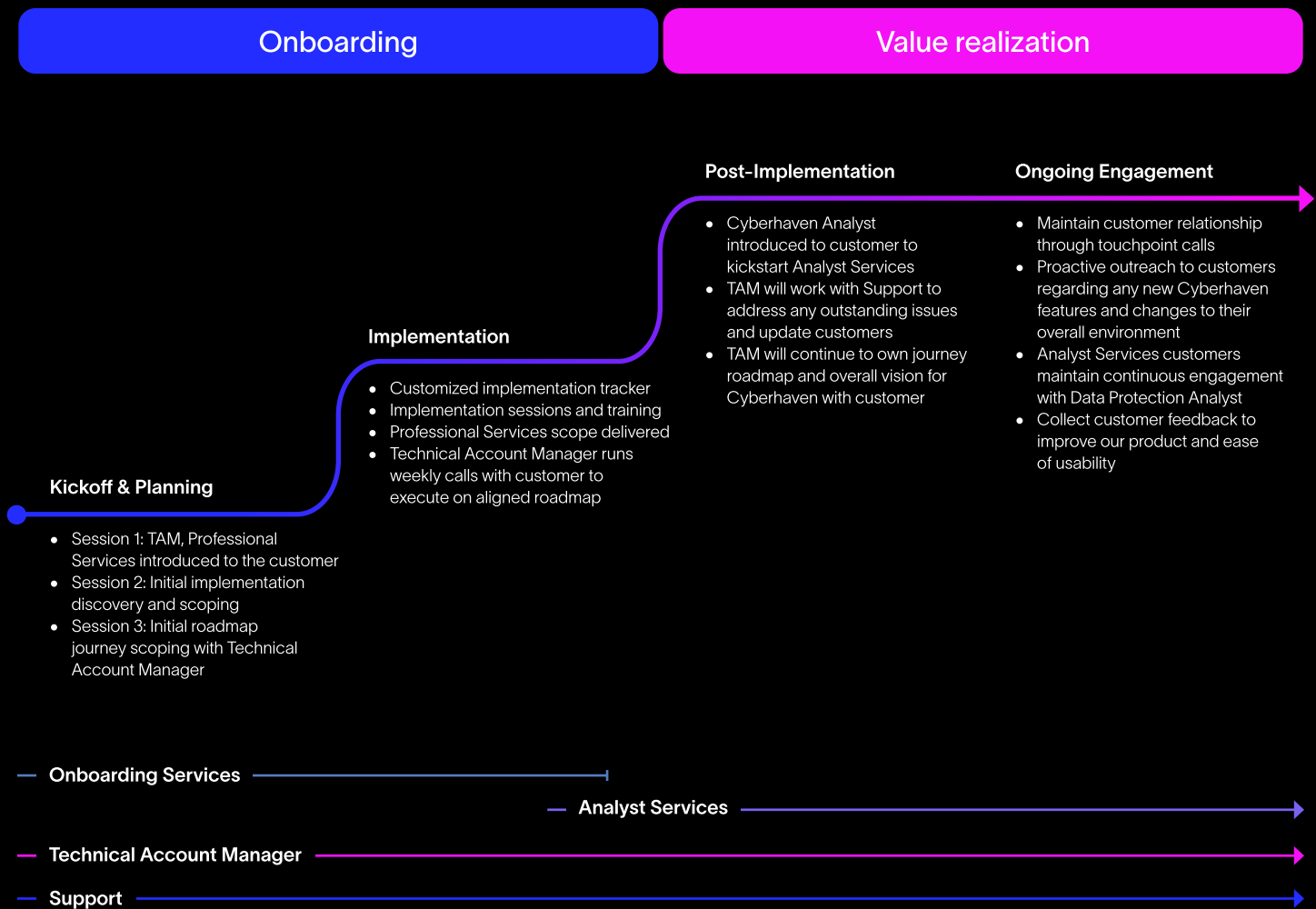
Strategic Value Delivery

- Use case roadmap aligned to business goals
- Quarterly goal planning and tracking
- Metrics-driven reviews (e.g., QBRs)

Operational Maturity

- Establish repeatable workflows for policy tuning and alert triage
- Drive consistent platform adoption through guided best practices
- Integrate Cyberhaven with SOC tools and runbooks to streamline operations

Customer Journey

Onboarding

Value realization

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

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

Post-Implementation

- Cyberhaven 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

— **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

Cyberhaven is reimagining data security. Until now, data security products have been limited to scanning data content or looking for specific user actions. Our AI-enabled data lineage technology analyzes billions of workflows to understand every piece of data within an organization, identify when it's at risk, and take action to protect it.

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

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