

# Arkose Labs Professional Services

Dedicated partnership to protect your customers and brand against digital fraud

With Arkose Labs, you'll never fight fraud alone. Arkose Labs cutting-edge technology is backed by a team of security experts and a 24x7 SOC to respond to incidents, monitor for emerging threats, and deliver actionable insights to mitigate attacks long-term.

Protecting critical workflows like logins, account registration, and in-platform abuse requires precise attention and urgency. That's why our platform comes with a tailored service plan with specific response & remediation SLAs and dedicated resources that deliver the highest efficacy against large-scale attacks.

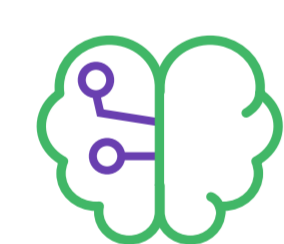
This combination of expertise and self-learning technology enables you to be more aggressive against bad actors without negatively impacting customers. Our goal is to help you get the most ROI (and not the fraudsters).

## The Arkose Labs Service Advantage



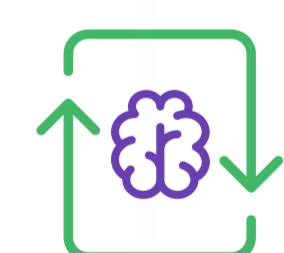
### Fast Incident Response Guaranteed

Arkose Labs delivers a zero-tolerance approach to fraud, backed by a commercial guarantee to stop automated threats within our agreed SLA.



### Ongoing Machine Learning Optimization

Unlike with fully automated solutions, our SOC team continuously updates the platform's algorithms to help your instance grow smarter over time.



### Proactive Monitoring

Extend your manpower with 24x7 monitoring & anomaly detection and proactively notification from the Arkose Labs SOC. A custom playbook ensures streamlined response protocols.



### Ongoing Operational & Threat Advisory

Stay one step ahead with weekly or monthly reviews of your security activity, operational efficiency, and insights into the threat landscape.



### Designated Account Managers

Gain the partnership of a Technical Account Manager who understands your configuration intimately to resolve issues faster.



### Exceptional Service On Demand

24x7 support and fast response via the customer portal, email, or a dedicated Slack channel.

# Choose the Right Line of Defense for Your Business

 <b>Starter</b>	 <b>Essential</b>	 <b>Managed Services</b>
24x7 technical support & basic incident response	Priority incident response and remediation	Proactive monitoring and ongoing security advisory services
<i>Includes</i>	<i>Includes</i>	<i>Includes</i>
<ul style="list-style-type: none"><li>Guaranteed 4-hour incident response SLA</li><li>96-hour remediation SLA</li><li>Quarterly business reviews</li><li>Support channel by portal and email</li></ul>	<ul style="list-style-type: none"><li>Priority 2-hour incident response SLA</li><li>72-hour remediation SLA</li><li>Incident analysis reports</li><li>Quarterly business reviews</li><li>Monthly security reviews</li><li>Dedicated Technical Account Managers</li><li>Support channel via portal, email, and Slack</li></ul>	<ul style="list-style-type: none"><li>Critical 1-hour incident response SLA</li><li>48-hour remediation SLA</li><li>24x7 proactive monitoring and correlation</li><li>Custom run books</li><li>Technical Account Managers and Primary Security Analyst</li><li>Monthly threat advisory report</li><li>Weekly operations reviews</li><li>Access to the \$1 million Credential Stuffing Warranty</li></ul>
<b>RECOMMENDED FOR</b>		
SMBs and startups with infrequent attacks only	Organizations with recurring fraud activity	Organizations with frequent attacks & priority SLA requirements

## Industry-First Credential Stuffing Warranty



Arkose Labs is the first vendor to back its solution with a limited warranty that covers recovery costs associated with a credential stuffing attack, up to \$1 million dollars. The warranty is included in our Managed Services plan as our highest level of unwavering commitment to customer success.

[services@arkoselabs.com](mailto:services@arkoselabs.com)  
[arkoselabs.com](https://arkoselabs.com)

**Speak with your Arkose Labs sales representative to determine the service plan that's right for you.**

Arkose Labs bankrupts the business model of fraud. Recognized by Gartner as a 2020 Cool Vendor, its innovative approach determines true user intent and remediates attacks in real time. Risk assessments combined with interactive authentication challenges undermine the ROI behind attacks, providing long-term protection while improving good customer throughput.