

# Your Customer Success Manager:

Providing Awareness and Guidance on New Capabilities, Training and Events

## What is a Customer Success Manager?

The Customer Success Manager (CSM) consults with and helps Secureworks customers achieve the greatest value from their software and services. Each CSM has in-depth security knowledge and experience to keep you informed and help navigate any threats uncovered in your environment.

## Intense Focus on Ensuring Your Operational Success

Your CSM will work very closely with your Account Managers, the Security Operations Center, your Account Managers and Security Operations Analysts in our SOC. Their goal is to be your advocate and champion – your delivery "voice into Secureworks" – and the first point of contact for managing your Secureworks® Taegis™ XDR, Taegis ManagedXDR and Taegis VDR delivery concerns.

Your CSM will ensure that any questions or issues you have are addressed by the appropriate team members. They help you get the best possible experience and value from our software and services.

## You Will Meet Your CSM at the Kickoff Meeting

After the kickoff, your CSM will perform regularly scheduled value reviews to align with you and your team on goals and expectations. This alignment between your team and the CSM will create a clear, targeted plan of actionable activities.

They will become fully familiarized with the background of your Taegis XDR, Taegis ManagedXDR and/or Taegis VDR program, and will work in tandem with your team to determine critical deliverables and timeline.

Thank you for your trust in choosing Taegis XDR, Taegis ManagedXDR or Taegis VDR. Now, let us provide you with tailored support to drive results.

### WITH THE HELP OF THE CSMS, YOU WILL SEE:

**Continuity** between onboarding and business-as-usual operations

**Clear results** to help achieve your security goals as your security program evolves

**Proactive and personal interaction** on integrating/using/adopting our software and services with your team

Here are some examples of the benefits your CSM can help you with:

- **Take advantage of the Taegis XDR, Taegis ManagedXDR and Taegis VDR critical features** based on your user profile and the needs of the various teams in your organization.
- **Explore new features from recent Taegis XDR or Taegis VDR updates** to manage and optimize your team's user experience and quickly take advantage of new tools and enhancements.
- **Optimize your license usage to maximize user coverage** and create training strategy to improve user adoption.
- **Highlight value from your investment** with your senior leadership and showcase business value.

## CSM RESPONSIBILITIES

**Jointly define goals** with you to establish a clear baseline for continuous improvement activities and periodic checkins.

**Keep you informed** on recent trends and threat intelligence from the Counter Threat Unit™ to discuss network security health, training needs, and executing future integrations.

**Bridge the gap** between day-to-day operations and executive-level reporting.



## Secureworks®

Secureworks (NASDAQ: SCWX) is a global cybersecurity leader that secures human progress with Secureworks® Taegis™, a SaaS-based, open XDR platform built on 20+ years of real-world detection data, security operations expertise, and threat intelligence and research. Taegis is embedded in the security operations of thousands of organizations around the world who use its advanced, AI-driven capabilities to detect advanced threats, streamline and collaborate on investigations, and automate the right actions.



For more information, call **1-877-838-7947** to speak to a Secureworks security specialist. [secureworks.com](https://secureworks.com)