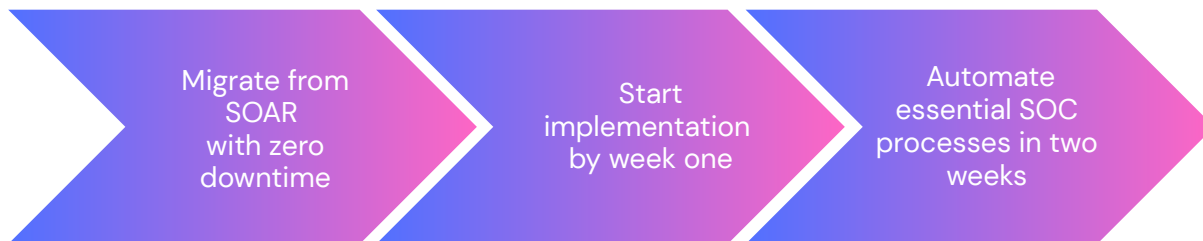# SWIMLANE

Our Customer Experience

It Starts with You and Ends in Results

You don't have time for slow starts or broken promises, and neither do we. From initial conversations through onboarding, implementation, adoption, and renewal, every step is designed to move quickly and stay aligned with your goals. We deliver results from week one so you can accelerate value, scale with confidence, and deliver real security outcomes.

What to Expect with Swimlane

Migrate from SOAR with zero downtime → Start implementation by week one → Automate essential SOC processes in two weeks

Your Path to Automation Success

1. Establish goals for AI automation: We will help you define your use cases, identify potential challenges, set expectations, and establish success criteria for AI automation.

2. Test drive your use cases: Run your use cases through a real-time proof-of-value process and demonstrate meaningful results quickly.

3. Get a custom automation blueprint: We will create a tailored architecture data flow diagram and project plan that is customized for your environment and priorities.

4. Quick & seamless implementation: Kick-off implementation with clear expectations, recurring check-ins, and instant value—no 4-6 week waiting period.

5. Grow automation across use cases & users: Explore new use cases, expand automation to new security functions, and gain continuous support to maximize your long-term success.

Meet Your Swimlane Success Team

We integrate Customer Success, Professional Services, and Technical Account Management (TAM) from day one to simplify your experience, eliminate roadblocks, and accelerate results.

CUSTOMER SUCCESS MANAGEMENT

Your dedicated Swimlane CSM is your strategic partner dedicated to helping you achieve your business goals and ensure long-term success.

Key CSM Responsibilities

- **Success planning** to define goals, KPIs, and expansion paths
- **Health monitoring** for visibility into platform adoption and ROI
- **Quarterly Business Reviews (QBRs)** to drive alignment and value
- **Renewal readiness** with proactive contract and growth planning
- **Cross-team coordination** with sales, TAMs, and support

PROFESSIONAL SERVICES

The Swimlane PS team is your hands-on expert. They ensure a smooth, scalable deployment tailored to your environment and specific use cases.

Key PS Responsibilities

- **Solution design** with reference architecture and data flow diagrams
- **Custom implementation** delivered in milestone-based sprints
- **Workflow engineering** for high-impact automation
- **System integration** with existing tech stacks
- **Project management** for delivery assurance and clear timelines

TECHNICAL ACCOUNT MANAGEMENT

Your Swimlane TAM is more than a support contact. They're your designated technical resource to eliminate onboarding delays, shorten time-to-value, and minimize technical debt.

Key TAM Responsibilities

- **Ensure a successful deployment** with ongoing technical enablement and coaching
- **Proactive automation optimization** delivers real-time playbook performance recommendations
- **Get strategic guidance** that aligns use cases with the product roadmap
- **No-fail playbook monitoring** to identify and resolve issues before they impact operations
- **Accelerate the resolution** of recurring tickets with dedicated expert support

> "I would recommend Swimlane because of the outstanding support. Whenever we have an issue, it never takes more than 5 minutes to receive the assistance needed. I've consistently had excellent experiences with Swimlanes customer support."
>
> **Mike Schneider, Senior Analyst at fernao magellan**

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SWIMLANE

About Swimlane
At Swimlane, we believe the convergence of agentic AI and automation can solve the most challenging security, compliance and IT/OT operations problems. With Swimlane, enterprises and MSSPs benefit from the world's first and only hyperautomation platform for every security function. Only Swimlane gives you the scale and flexibility to build your own hyperautomation applications to unify security teams, tools and telemetry ensuring today's SecOps are always a step ahead of tomorrow's threats.
Learn more: swimlane.com