Swimlane Service Delivery Terms and Conditions

Swimlane Services
Swimlane services ("Services") are paid services including one-time professional services, training services, or subscription services. This document sets forth the standard deliverables and terms and conditions of each Service.

Professional Services
Professional services are paid Services, offered and delivered as remote fixed-fee professional services, remote subscription services, or remote hourly professional services:
- Fixed-fee professional services provide a defined set of deliverables that follow a standard set of deliverables, typically as a one-time service, as described in this document. No SOW (Statement of Work) or SOW signature required.
- Subscription professional services provide a defined amount of ongoing access to expert Professional Service Engineers. No counting of hours or SOW (Statement of Work) or SOW signature required.
- Hourly professional services are defined specifically for each customer and require Swimlane and the customer to agree on and sign a SOW (Statement of Work) that sets forth the specifications for the deliverable, in addition to the MSA.

SOC Solution Service Deliverable Overview
Fixed Fee Professional Service Overview

Overview
- The SOC Solution bundle (product subscription) and it's related service, the SOC Solution Service service, is a focused set of essential use cases, designed to provide the quickest customer value
- The SOC Solution service completion is required, prior to any additional customization services
- The SOC Solution service is both a new and existing customer SOC Solution initial configuration service
- Upon completion of all SOC Solution Service Deliverables, the platform will have fully functional Alert Triage (SIEM and EDR), Phishing Triage, Threat Intelligence, and Case Management use cases based on Swimlane developed best practices.
- The SOC Solution service does not provide platform customization, You must purchase the TAM service subscription for ongoing customization assistance
- The SOC Solution service's successful completion is dependent on customer meeting defined onboarding prerequisites. The SOC Solution service will not commence until after the customer validates that they have met all the prerequisites. See the SOC Solution Prerequisite Checklist in this document

SOC Solution Service Definition

Use Case	SOC Solution Functionality	SOC Solution Service	Not Included (TAM Supported)
	Installation and Configuration		
Alert Triage	IOC Parsing	Configure Single EDR Alert Ingest Source	Alert Specific Workflow (Customized process per alert source)
	Alert Correlation	Configure Single SIEM Alert Ingest Source	Additional Alert Ingest Sources
	IOC Threat Intel Submission		Remediation Actions
	Case Management Case Creation		IOC Whitelisting
	OOB Alert Triage Metrics Dashboard		Source Alert Tool Alert Disposition (Ack/Close Alerts)
Phishing Triage	IOC Parsing	Configure Single Phishing Ingest Source	Email Search and Delete
	Alert Correlation		Any Customization to any Playbook
	IOC Threat Intel Submission		Any Customization to any Report
	Case Management Case Creation		Any Customization to any Application
	Email Picture Rendering		Add any integration without a VIC
	OOB Phishing Triage Metrics Dashboard		
Threat Intelligence	VirusTotal IOC Enrichment	Add Primary Threat Intel Source Enrichment (VIC Only)*	
	Recorded Future IOC Enrichment	Configure Primary Threat Intel Source	
	URLHaus IOC Enrichment	Configure OOB Threat Intel Enrichment	
	IPQualityScore IOC Enrichment		
	OOB Threat Intelligence Metrics Dashboard		
Case Management	Create Outbound Notification Templates		
	Set Case Status and Declare/De-escalate Incident		
	Manually Enrich Observables from other Threat Intelligence Sources		
	Set and Reassign Case Owner		
	OOB Case and Incident Management Metrics Dashboard		
Collaboration Solution	Automated Messaging Templates with Interactive Responses	Integrate Collaboration Solution into the Case and Incident Management Application	Any additional notification templates
	Email Messaging (Manual)	Configure Automated Brief Notifications via Collaboration Solution	Any additional messaging or email service
	Slack Messaging (Manual)	Configure single email service	Automated Sending of Messaging Templates
	Teams Messaging (Manual)	Configure single messaging service (Slack OR Teams)	Any additional automation based on interactive response

	Receive and Record Interactive Response		
	Collaboration Features Integrated to any Single Application		
Administrative Configuration		Creation of Orchestrator Role and Group	
		Creation of Analyst Role and Group	
		SAML/SSO Configuration Assistance	
		LDAP/Directory Services Configuration Assistance	
Enablement		SOC Solution Intro Course (Estimated Jan 24)	
		Guided Walkthrough of Completed SOC Solution	

SOC Solution Prerequisite Checklist

<u>Alert Triage:</u>

- EDR Tool Connectivity to Turbine
- EDR Tool API Key OR EDR Tool Webhook Functionality Configuration Access
- SIEM Tool Connectivity to Turbine
- SIEM Tool API Key OR SIEM Tool Webhook Functionality Configuration Access

<u>Phishing Triage:</u>

- Email Service Connectivity to Turbine
- Email Service API Key OR Email Service Webhook Functionality Configuration Access

<u>Threat Intelligence:</u>

- VirusTotal API Key
- Recorded Future API Key
- URLHaus API Key
- IPQualityScore API Key
- Additional Threat Intelligence Tool API Key (if other primary provider only)

<u>Collaboration Solution:</u>

- Email Service Connectivity to Turbine
- Email Service API Key OR SMTP Authentication Details
- Slack Application Configuration Access OR Team Webhook Configuration Permissions

Quick-Start Standard Deliverable Overview
Fixed-Fee Packaged Service Overview

SWM-PRO-QST-1000	Quick-Start Implementation Service (Small)	Implement 5 pre-built SOC use cases (50 hours maximum that must be utilized in 12 months). Service description, terms, and conditions located at https://swimlane.com/legal. No SOW signature required.
SWM-PRO-QST-2000	Quick-Start Implementation Service (Medium)	Implement 5 pre-built SOC use cases (100 hours maximum that must be utilized in 12 months). Service description, terms, and conditions located at https://swimlane.com/legal. No SOW signature required.
SWM-PRO-QST-3000	Quick-Start Implementation Service (Large)	Implement 5 pre-built SOC use cases (200 hours maximum that must be utilized in 12 months). Service description, terms, and conditions located at https://swimlane.com/legal. No SOW signature required.
SWM-PRO-QST-4000	Quick-Start Implementation Service (XL)	Implement 5 pre-built SOC use cases including 5 non-Marketplace connectors (Turbine only) (300 hours maximum that must be utilized in 12 months). Service description, terms, and conditions located at https://swimlane.com/legal. No SOW signature required.
SWM-PRO-QST-5000	Quick-Start Implementation Service (XXL)	Implement 5 pre-built SOC use cases including 10 non-Marketplace connectors (Turbine only) (400 hours maximum that must be utilized in 12 months). Service description, terms, and conditions located at https://swimlane.com/legal. No SOW signature required.

Quick-Start Standard Deliverable Details by Account Size

Functionality	Quick-Start Small Account	Quick-Start Medium Account	Quick-Start Large Account	Quick-Start XL Account	Quick-Start XXL Account
Installation and Configuration					
Threat Intelligence Sources	Out of Box Only	2 Additional Sources	4 Additional Sources	4 Additional Sources	4 Additional Sources
Phishing Triage Ingestion	1 Source	2 Sources	3 Sources	3 Sources	3 Sources
Alert (SIEM) Triage Ingestion	2 Sources	3 Sources	5 Sources	5 Sources	5 Sources
Swimlane Admin Apps	All	All	All	All	All
Domain Squatting	Included	Included	Included	Included	Included
Case Management (CM) - Ticket CRUD	1 Tool	3 Tools	5 Tools	5 Tools	5 Tools
CM Incident Response - Firewall Actions	1 Tool	2 Tools	3 Tools	3 Tools	3 Tools
CM Incident Response - Email Actions	1 Tool	2 Tools	3 Tools	3 Tools	3 Tools
CM Incident Response - EDR Actions	1 Tool	2 Tools	3 Tools	3 Tools	3 Tools
CM Incident Response - Directory Services	Included	Included	Included	Included	Included
CM SIEM Query	Not Included	Included	Included	Included	Included
CM MITRE ATT&CK Widget Configuration	Not Included	Not Included	Included	Included	Included
Vulnerability Management - Initiate Scan	1 Tool	2 Tools	3 Tools	3 Tools	3 Tools
Collaboration Hub (CH)	Limited	Limited	Full	Full	Full
CH - Alerting	Messaging and Email	Messaging, Email and Ticketing System	Messaging, Email, Ticketing System and File Management	Messaging, Email, Ticketing System and File Management	Messaging, Email, Ticketing System and File Management
CH - Incident Reporting	Not Included	Included	Included	Included	Included
Remote Agent (Swimlane Turbine)	Included	Included	Included	Included	Included
Webhooks (Swimlane Turbine)	Included	Included	Included	Included	Included
Customization					
Customized Content (Swimlane)	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	5 Customized Python Tasks	10 Customized Python Tasks
Non-Marketplace Connectors (Swimlane Turbine)	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	5 Customized Connectors	10 Customized Connectors

TAM Subscription Service Deliverables

- A TAM (Technical Account Manager) is a technical resource purchased as part of an annual subscription. Customers or Swimlane do not track service hours
- A TAM is a named fractional resource (e.g. 1/8th TAM entitles a customer to ~5 hours a week)
- TAM is a business-hours, technical resource primarily focused on Professional Services new implementations, expansions, and ongoing tuning and maintenance , but also provides business hours technical support on important issues
- A TAM complements the QuickStart service (which is an out-of-the box implementation service) by providing customization tailored to specific customer desired outcomes
- Support Hours: A TAM provides agreed upon business-hours support. Contact the 24x7 support team for normal escalations, non-business hours support, or support when the TAM is unavailable

Hourly Professional Services

Certain projects, by exception, may require professional services delivered hours and a customer SOW (Statement of Work) detailing the deliverables

Training Services Deliverables

Course	Course Description	Online Self Certification	Instructor Led Class	Instructor Proctored Certification	Online Lab System Provided
SCSU User Training	Swimlane self-study online user training and self certification	x			None
SCSD Developer Training	Swimlane self-paced developer training with provided lab environment and proctored certification - Self-paced training to be completed within 14 working days of access, exam within 10 working days of access			x	x
SCSA Administrator Training	Swimlane Administrator self-paced training with provided lab environment and proctored certification - Self-paced training to be completed within 14 working days of access, exam within 10 working days of access	x		x	x
SCSD Developer Training Class	Swimlane Developer 2-day training class - Instructor led training, lab, proctored certification (minimum 4 students, price per student)		x	x	x
SCSA Admin Training Class	Swimlane Administrator 2-day training class - Online and Instructor led training, lab, proctored certification (minimum 4 students, price per student)	x		x	x

Additional Professional Services Terms and Conditions

General Professional Services Terms and Conditions
- Services are provided on a time-and-material or a fixed fee basis, as set forth in a custom SOW
- All services have a fixed expiration dates and expire even if unused, one (1) year from the beginning of the service start date
- All services are performed remotely, unless explicitly agreed as part of a custom professional service
- Customers must provide remote access to systems and as well as access to key personnel required to complete any service. For local systems, where remote access is not allowed or available, customers must perform system configuration with guidance from Swimlane service teams

Quick-Start Service Terms and Conditions

Customer Requirements: Infrastructure (On-Premise Only)

- Customers will select the appropriate infrastructure, provision required host(s), storage, and load balancer(s): https://swimlane.com/knowledge-center/install/Swimlane_Installation/
- Customer will execute and submit results from the Swimlane Environment Validator
- Customer will ensure below requirements are met and verified prior to scheduling time with Swimlane Professional Services for install:
  - Swimlane Fully Qualified Domain Name (FQDN)
    Load Balancer address and FQDN
    All NACL/Proxy Exceptions (Approved & Validated)
    - All internal and external required integrations to include
      Platform requirements
  - Proxy Configuration (host:port & auth if required)
    SSL Certificates (Internal Root CA available if not using Self-Signed) example below:
    - swimlane.domain.tld
    - swimlane-admin-ui.domain.tld
  - For LDAP/AD UserGroup Sync:
    - Active Directory/LDAP Service Account with OU, hostname and Security Group created

Customer Requirements: Infrastructure (Swimlane Cloud Only)

- Customer will provide information required for Swimlane Cloud infrastructure requests:
  - Customer Name (will be part of Swimlane DNS)
  - Hosting Region (US, EU, UK, Sydney, Singapore)
- If Swimlane needs to connect to integrations in your network that are not publicly available on the internet, IPSEC Tunnel is required

- o Require subnets/IP ranges in use on your network
- o Require make, model and public IP address of the VPN appliance you will be using

Hourly Professional Services Terms and Conditions
- Hourly professional services require a signed SOW (Statement of Work) that defines the specific deliverables.
- Time is accounted for in 15-minute increments and have a minimum duration of 30 minutes. Time is accounted for in real elapsed time, with appropriate multipliers applied to determine billable hours. Abnormal work requirements are billable at hourly calculations of 1.5 times total hours. This includes:
  - o Work on designated holidays or weekends
  - o Work after business hours (more than 2 hours outside normal shift)
  - o Work more than 8 hours in a single stretch
  - o Any period when a resource needs to be on standby
- Billable and hours include:
  - o Customer meetings
  - o Customer meetings when the customer does not show-up and does not give 24 hours advance notice of a cancellation - billed for 1 hour.
  - o Internal Swimlane meetings specifically related to customer's project
  - o Travel to and from customer site (if part of project)
- Standard fixed-fee services delivery. Examples include but are not limited to:
  - o Scoping and design
  - o Configuration
  - o Training
  - o Problem diagnosis and resolution
  - o Offline work including research, analysis, testing
  - o Migration and upgrade planning, and delivery
  - o Creation of assessments and reports
  - o Project management and coordination
  - o Working with 3rd party vendors
- Non-Billable hours include:
  - o Certain administration tasks not directly related to the customer, such as tracking time

TAM Service Terms and Conditions
- TAM's provide weekday business-hours assistance, as a named technical contact for service and support.
- A back-up TAM resource will be identified in the event the primary TAM is unavailable.
- TAMs observe SWIMLANE regional holidays and customer observed holidays.
- TAM Service start date: The TAM Service starts on the same day as product subscription or license start date for new accounts and will not be delayed or scheduled to start at a later date for any reason. The TAM provides immediate advanced support value day-one of the service subscription acting as a primary service and support contract.
- TAM service subscriptions will be aligned to co-term with platform subscriptions
- A TAM Service is not meant to replace a professional service, standard support, or premium support, but to complement all of these Services.