

Swimlane Service Delivery Terms and Conditions

Swimlane Services

Swimlane services (“Services”) are paid services including professional services, training services, and TAM (Technical Account Manager) 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 or remote custom professional services:

- Fixed-fee professional services provide a defined set of deliverables that follow a standard set of deliverables, as described in this document. No SOW (Statement of Work) or SOW signature required.
- Custom 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.

Professional Services Deliverables

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.

Advanced Design Package

Advanced use-case scoping and design will be delivered remotely by pre-sale or post-sale teams. This package is generally recommended for customers who purchase custom hours, not Quick-Start packages.

Quick-Start Standard Deliverables 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					
Custom Content (Swimlane)	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	5 Custom Python Tasks	10 Custom Python Tasks
Non-Marketplace Connectors (Swimlane Turbine)	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	Not Included: Purchase TAM Service	5 Custom Connectors	10 Custom Connectors

Customer Provided Deliverables for Quick-Start Services

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

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

Professional Services Terms and Conditions

- Services are provided on a time-and-material or fixed fee basis, as set forth in the SOW.
- Custom professional service require a signed SOW (Statement of Work) that defines the specific deliverables.
- All services have a fixed expiration date 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.
- 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:
 - Work on designated holidays
 - Work on weekends
 - Work after business hours (more than 2 hours outside normal shift)
 - Work more than 8 hours in a single stretch
 - Any period when a resource needs to be on standby
- Billable and hours include:
 - Customer meetings
 - Customer meetings when the customer does not show-up and does not give 24 hours advance notice of a cancellation - billed for 1 hour.
 - Internal Swimlane meetings specifically related to customer's project
 - Travel to and from customer site (if part of project)
- Standard fix-fee services delivery. Examples include but are not limited to:
 - Scoping and design
 - Configuration
 - Training
 - Problem diagnosis and resolution
 - Offline work including research, analysis, testing o Migration and upgrade planning, and delivery
 - Creation of assessments and reports
 - Project management and coordination
 - Working with 3rd party vendors
- Non-Billable hours include:
 - Certain administration tasks not directly related to the customer, such as tracking time

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

TAM Services

TAM Deliverables

- A TAM (Technical Account Manager) is a technical resource purchased as part of an annual subscription
- A TAM is a named and dedicated support and service engineer
- TAMs are a fractional resource (e.g. 1/8th TAM entitles a customer to 5 hours a week)
- A TAM provides break-fix support and can expand deployments once scoped, designed,
- and started by Professional Services
- TAM is a business-hours, technical (Tier-2 level) resource
- TAM is a proactive resource, holding weekly strategic calls (in addition to daily work)
- 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

TAM Value

- TAM's know their account team, and know their customers set-up
- TAM's are a Swimlane expert acting as an extension of the customers technical team
- TAM's are more than one resource, they leverage all Swimlane required resources
- During initial launch, TAM's compliment Professional Service teams by supporting
- deployments and remove technical roadblocks
- TAM's compliment 24x7 support teams, and offer direct contact information to get
- focused support
- Customers do not need to count hours, as it is an annual subscription service

TAM Terms and Conditions

- 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 support contact, even when purchasing professional services in conjunction with the TAM Service.
- Multiyear TAM service subscription: Initial (1) year TAM subscriptions can provide for automatic renewals to cover multiple years.
- A TAM Service is not meant to replace a professional service, standard support, or premium support, but to complement all of these Services.