ARROW

Key features

- **Faster response & resolution:** Accelerate initial response times to minimise operational disruptions.

- **Direct access to a product specialist:** Work with a dedicated expert who understands your environment and business objectives.

- **Relationship-based support:** Go beyond transactional assistance with an ongoing, consultative support.

- **Personalised insights:** Receive regular reviews to fine-tune configurations and increase adoption of key Carbon Black features.

Key benefits

Named technical expert: Rely on a dedicated point of contact with deep Carbon Black expertise.

Operational insights & best practices: Benefit from periodic actionable reports that highlight trends, gaps, and improvement opportunities.

Product currency & feature adoption: Stay up to date with the latest enhancements to get the most out of your investment.

Maximise potential ROI & security posture: Apply industry best practices to optimise product usage and strengthen your security strategy.

Arrow's designated support engineer for Carbon Black

Product experts assisting with your critical technical needs

Overview

An **Arrow designated support engineer (DSE)** serves as your **dedicated technical point of contact**, ensuring rapid issue resolution and product support for your Carbon Black solution. With deep expertise in the product and a strong understanding of your unique environment, configurations, and change control processes, your DSE becomes a **trusted advisor** — helping you optimise performance, mitigate risks, and maximise the value of your security investment.

By leveraging Arrow's DSE service, you gain faster case resolution, reduced downtime, and enhanced risk mitigation through continuous knowledge sharing and product insights, troubleshooting expertise, and ongoing lifecycle planning.

Service feature	Standard support contract*	Arrow designated support engineer
Named technical expert and support point of contact	–	*for one Carbon Black product**
Priority escalation management	–	V
Periodic support case reports	–	V
Semiannual account checkpoint meetings	–	V
Product upgrade planning	–	V
Designated customer contacts	–	V
Elevated initial technical response for severity 1 cases	*One hour*	*30 minutes*
24/7/365 technical support for severity 1 cases	V	*Direct access to DSE during business hours; priority access to on-call DSEs after hours.*
Prioritized support on severity 2 cases	*Two business hours*	*One business hour*
Use of product optimisation services and diagnostic tools	V	*Exclusive access to in-depth diagnostic reports with DSE review.*
Product upgrades, updates, patches, security content, plus warranty coverage if applicable	V	V

* Standard support contract for Carbon Black is a prerequisite for the DSE offering.

** DSE service is sold by product or by product solution family. Please refer to the list of available offers for more information.