



SMB
Up to 2,500 entities



PRO
2,501 – 7,500 entities



Enterprise
Above 7,500 entities

Support	9 to 5 Business Service Hours	✓	✓	✓
	Hotfixes, version updates, and minor upgrades	✓	✓	✓
	Access to online Knowledge Base via Zendesk	✓	✓	✓
Onboarding	Customer kick-off, plan deployment, meeting teams, defining processes	✓	✓	✓
	Deployment Phase - across on-prem and cloud	✓	✓	✓
	Initial Setup – setting up users, scenarios, defining critical assets, breach points, onboarding cloud accounts and more	✓	✓	✓
Training	Access to online training, includes how-to videos and guides	✓	✓	✓
	Dedicated Training session – 1x1 with XM Cyber	Requires Training Days	Requires Training Days	Twice a year
	Custom workshop – deep dive with Product Management	Requires PS Hours	Requires PS Hours	As needed
Customer Success	Access to Slack Channel community	✓	✓	✓
	Designated Customer Success Manager	✓	✓	✓
	Cadence calls: Review new features Focus area for remediation Trusted Security Advisor Review monthly report Remove roadblocks	Monthly	Biweekly	Biweekly
	Custom Risk & Mitigation Reports	Require PS Hours	Require PS Hours	✓
	Business Reviews	Twice a year	Quarterly	Quarterly
	On Site visits	–	Annually	With QBR
	Annual Value Report - trend of security posture and impact of efforts made	–	✓	✓
	Roadmap discussion with Product Manager	–	Annually	Twice a year
Maximum Experience	XM Cyber executive sponsor – direct access	–	–	✓
	Health Check	Ongoing	Ongoing	Ongoing
	Custom Integration	Add-on based on Statement of Work	Add-on based on Statement of Work	Add-on based on Statement of Work
	Beta Program – exclusive access to new features	–	–	✓
Premium Support (Add-on)	24/7 Business Service Hours	✓	✓	✓
	Dedicated Training session – 1x1 with XM Cyber	✓	✓	✓
	Weekly cadence call	–	✓	✓
	Staging environment – hosted by XM Cyber to test innovations	–	✓	✓
	Custom Risk & Mitigation Reports	–	✓	✓
	Direct Line – Phone for support	✓	✓	✓