SERVICE DESCRIPTION

Client Success Manager (CSM)

Service Description Overview
Gain service and operational state visibility for your Trustwave Managed Security Service (MSS) experience and increase collaboration with Trustwave Client Success Manager (CSM) services.

Service Features
The Trustwave CSM service is delivered by a primary, named CSM backed by a pool of Trustwave MSS specialists focusing on Client experience and service satisfaction.

The CSM service includes the following features:
- Provides a point-of-contact between the Client and Trustwave for in-scope products and services.
- Holds the applicable cadence of service reviews, reviews standard service health, and supports ticket metrics and other key initiatives based on service tier.
- Maintains currency of standard documentation and contacts for in-scope services.
- Acts as an escalation path for Trustwave services. Coordinates with Trustwave resources when needed to address issues or requests.
- Availability during regular business hours in region for contact via email, phone and other Trustwave supported collaboration tools, as provided.
- Supports continuous service improvement initiatives.

Table 1: CSM option comparison

<table>
<thead>
<tr>
<th>Task</th>
<th>CSM Essential</th>
<th>CSM Complete</th>
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<tbody>
<tr>
<td>Point-of-Contact</td>
<td>Named Point-of-Contact, fronting a collaborative team of resources</td>
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<tr>
<td>Communication</td>
<td>Email, ticket, persistent chat</td>
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<tr>
<td>Service Reviews</td>
<td>Monthly</td>
<td>Weekly</td>
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</tbody>
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Service Responsibilities

Trustwave Responsibilities

- Review associated documents with Client’s Point-of-Contact to coordinate and manage technical activities in scope.
- Work with Client’s Point-of-Contact to maintain communication throughout service duration.
- Schedule and lead service review meetings.
- Generate and analyze standard service review reports and performance.
- Act as conduit between Trustwave and Client personnel.
- Help resolve Service issues, escalating with Client or Trustwave organization as applicable.

Client Responsibilities

- Review associated documents provided by the CSM.
- Maintain communication with Trustwave Point-of-Contact.
- Collaborate with Trustwave and CSM resources when requested.
- Accurately provide CSM resources with information and access to data when reasonably requested.
- Resolve deviations from the project plan or scope of work in a timely manner.
- Client acknowledges:
  - All expenses related to travel on behalf of the Client will be charged to the Client.
  - Trustwave will not offer any legal guidance or counseling.
  - The quality and accuracy of the service is dependent on Client’s provision of accurate information to Trustwave.