

## 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**

Task	CSM Essential	CSM Complete
Point-of-Contact	Named Point-of-Contact, fronting a collaborative team of resources	
Communication	Email, ticket, persistent chat	
Service Reviews	Monthly	Weekly

## 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.