Cribl Retainer Service

CRIBL-RETAINER-TM

Date: 4/4/2024

Service Description

SOI Solutions ("SOI") offers Professional Services on a time and material basis to help customers achieve their goals with the Cribl Stream, Cribl Edge, and Cribl Search (collectively, the "Application Suite").

Our Cribl Retainer Service ("The Service") is a pre-agreed number of hours available to the customer at a fixed hourly rate. Customers request tasks through the SOI Portal, or by email, and are invoiced based on actual time spent per task. The services listed below are all within the scope of the hours provided in the accompanying quote.

Scope

- Configure Source or Destinations in the Application
- Configure Routes and Pipelines in the Application
- Configure Cribl Packs
- Install and configure Application components.
- Upgrade Application Components
- Onboard specific data sources according to customer driven requirements.
- Requirements documentation and gathering for Application use cases.
- Respond to and answer any general Application centric questions.

Deliverables

The following outlines the expected deliverable the customer will receive. All document-based deliverables are provided in PPT, PDF, and MS Word formats. All Cribl configuration-based deliverables are provided as .cribl files to be uploaded into the system.

- Weekly Task Report – Document – This will provide an outline of tasks worked and hours worked per task.

Assumption

- Services are initiated through SOI's deployment process. Services will commence according to the agreed upon Activation Date.
- Activation Date: The date in which services will start and be subject to the Term outlined in this quote. Activation Date will be agreed upon via email.
- All activity will be tracked within the SOI Portal and communicated back to the Customer. SOI will provision access to the SOI Portal for the Customer.
- The Customer is responsible for installation and configuration of any software or services in the Client's environment, such as agents, sensors, log collectors, workers, and virtual machines.

- The Customer will provide remote access to the environment if required.

- All software licenses are the Customer's responsibility.

- Compliance regulatory control reviews are not in scope of this service.

- The Customer will make available environment Subject Matter Experts during the engagement term.

- Services will be performed from 8am – 5pm Monday through Friday based on the Customer's time zone(s).

- All hours remaining at the end of the contract term will be invoiced. These are non-refundable, non-creditable, and non-transferable without written consent from SOI Solutions.