

# ExtraHop Operational Assurance Services

An Overview of ExtraHop's Maintenance, Education, and Support Services

## Overview

The acquisition of ExtraHop RevealX™ marks the beginning of a strategic journey toward network resilience. RevealX is not merely a tool but a consolidated ecosystem that integrates **network detection and response (NDR)**, **network performance monitoring (NPM)**, **packet forensics**, and **intrusion detection system (IDS)** capabilities. Whether deployed via **physical sensors** for high-throughput data centers, virtual sensors for private clouds, or **cloud-native sensors** for AWS, Azure, and Google Cloud, the platform offers unified visibility into encrypted attacks and network performance anomalies from a single vantage point.

Realizing the full value of this investment requires a support structure adaptable to diverse operational maturities. From “Day 0” installation to “Day 2+” threat hunting and performance tuning, organizations ranging from lean security teams to complex global enterprises need varying levels of engagement. Some thrive on autonomy through self-service portals, while others require high-touch, strategic advocacy to accelerate operationalization. ExtraHop addresses these diverse needs through a service philosophy of “integrity in execution,” ensuring reliable support whether a user is troubleshooting a hardware anomaly or architecting an API integration.

This document provides a summary-level overview of the tools and services available to ExtraHop customers, encompassing both included resources and premium services available for purchase.

The following analysis covers five key pillars of the ExtraHop service ecosystem:

- [The Customer Community](#)
- [Education and Certification Services](#)
- [Standard Technical Support](#)
- [Premier Support](#)
- [Professional Services](#)
- [Hardware Maintenance and Warranty](#)



# The Customer Community

The ExtraHop Customer Community is the digital center of the ExtraHop ecosystem, serving as a single, self-service destination for customers to **share, learn, connect, and discuss**. It is a dynamic repository of operational wisdom, provided to all customers at no additional charge, designed to democratize knowledge and provide a robust self-service environment.

## Key Features and Benefits

### Peer Collaboration and Best Practice Dissemination:

- **User Groups** allow customers to segment into vertical-specific cohorts (e.g., healthcare, retail) for focused dialogue on unique industry challenges like HIPAA or PCI-DSS compliance.
- The “**Ask the Community**” feature allows members to post questions and get product answers fast from both fellow members and domain experts.
- The platform enables rapid sharing of **best practices**, such as innovative uses of the REST API for automation or custom triggers to detect novel threats, allowing the broader customer base to benefit from power-user ingenuity.

### Knowledge Base and Validated Information:

- Curated by ExtraHop experts, the **Knowledge Base** serves as the “single source of truth” for configuration, troubleshooting, and architectural concepts, providing a foundation of validated information.
- The Community provides access to the complete library of **Technical Documentation** (release notes, API docs, hardware specifications).

- Members gain access to **Exclusive Webinars** and live events to stay updated on industry trends and the latest ExtraHop announcements.
- It acts as a crisis communication hub, publishing **Threat Intelligence Briefings** and Security Statements following major global security events (e.g., Log4j) to provide immediate clarity on platform impact and detection methods.

### Product Influence and Roadmap

#### Democratization:

- A **Feature Request Page** allows customers to submit and **vote** on ideas for new features or enhancements, giving product management quantitative data to prioritize development resources, ensuring customer input has a tangible impact on the engineering roadmap.

### Gamification and Unified Case Management:

- **Gamification elements**, like a leaderboard, incentivize active participation and help users identify authoritative domain experts within the community.
- A fully integrated **Case Management Dashboard** allows users to seamlessly create, view, and manage formal support tickets without leaving the portal, reducing workflow friction.

# Education and Certification Services

The utility of any platform is directly proportional to the proficiency of its operators. ExtraHop's Education Services are structured on a **Hybrid Model**, offering both **No-Charge** self-directed learning and certification, alongside **Purchased** Instructor-Led Training (ILT) to cater to diverse organizational needs and learning preferences.

## Self-Directed Learning - Included Service

All RevealX subscriptions include access to the **ExtraHop Learning Hub**, a library of on-demand content designed for continuous learning.

- **Micro-Learning: Bytes and Megabytes:** Content is structured for the modern professional: **Bytes** (1-5 min videos) for single, specific tasks, and **Megabytes** composed of curated collections of Bytes that form cohesive learning paths.
- **Specialized Libraries:** Includes modules for advanced topics like **Cloud Deployment** (AWS, Azure, GCP) and a dedicated series on developing JavaScript **Triggers**.

## Certification Services - Included Service

ExtraHop provides a robust certification program, the "**Ladder to Excellence**," that allows professionals to validate and demonstrate their expertise to employers and the market.

- **Certification Tiers:** No-cost certifications range from Foundational to Intermediate, validating skills across security analysis, network analysis, and administration.

## Instructor-Led Training (ILT) - Purchased Using "Service Credits"

For immersive, high-intensity learning, ILT courses are delivered by seasoned ExtraHop experts, using the customer's **live data** to ensure immediate applicability.

- **Fundamentals Training (16 Credits / 12 Hours):** The bedrock of proficiency, covering the entire data lifecycle from collection and analysis to visualization, including building custom dashboards and reports.
- **Advanced Training (10 Credits / 7 Hours):** Focuses on extensibility and tuning, such as alternative device discovery, reducing false positives, and trigger/API programmability.
- **Administrator Training (6 Credits / 4 Hours):** Tailored for engineers responsible for infrastructure management. (i.e., appliance upgrades, cluster configurations, and status monitoring.)
- **Targeted Educational Modules (4 Credits / 2 Hours):** Focused, 2-hour modules to address specific skill gaps. (i.e., UI navigation, detection analysis, and basic trigger/API usage.)

## Access Passes - Purchased Service

ExtraHop offers monthly subscriptions for education services to enable ongoing learning as teams, technologies, and use cases evolve.

- **Instructor-Led Training (2 credits):** Recurring webinar-style training.
- **Training Management and Certification (2 credits):** Exclusive access to advanced certifications and training management options.
- **All-Access (3 credits):** Bundled package, including elements from both passes.



# Standard Technical Support

ExtraHop Technical Support serves as the critical safety net for reactive incident resolution, providing rapid, expert assistance for technical requests and software maintenance. Standard Support is included with the subscription/license, ensuring the RevealX platform remains operational and minimizing downtime.



## Key Service Pillars

### Global “Follow-the-Sun” Coverage (24/5 Included)

- Support is available 24 hours a day, along with weekend support for critical issues, at **no additional charge**.
- Teams are strategically distributed across the United States, Asia Pacific (AsiaPac), and EMEA, ensuring continuous, fresh engineering coverage for all incoming cases.

### Multi-Language Support

- ExtraHop offers support in native languages across **over 150 countries**, including Spanish, German, French, Mandarin, Arabic, and Hindi, to ensure clear and accurate communication during high-stress scenarios.

### Rigorous Methodologies and Standards

- The support process adheres to industry best practices, utilizing **ITIL** (Information Technology Infrastructure Library) methodologies and **TSIA** (Technology & Services Industry Association) standards.
- Incoming cases are managed via **Severity-Based Routing**, immediately prioritizing critical (“Severity 1”) issues for the most seasoned engineers.

### Comprehensive Maintenance and Diagnostics

- Software Maintenance:** Support Services cover the continuous maintenance of software, including the provision of software and firmware updates.
- Hardware Diagnostics:** For physical appliances, support engineers perform remote diagnostics, support **iDRAC** (Integrated Dell Remote Access Controller) for out-of-band management, and coordinate the **RMA** (Return Material Authorization) process for replacement parts.

## Premier Support - Purchased Service Options

ExtraHop Premier Support represents a premium, enhanced support offering to meet the needs of large-scale enterprises and organizations. It goes beyond standard support, as noted in the table, providing a more comprehensive, proactive approach to ensuring optimal performance and reliability of ExtraHop solutions.

Feature/Benefit	Standard Support	Premier Support
Hardware Support Triage (Pre-RMA)	48 hours	24 hours
RMA Shipping	24-48 hours	Next Business Day*
Advanced Hardware Replacement	NO	YES
Proactive Spares Management (Drives)	NO	YES
Support Coverage	24/5	24/7
Hardware Replacement Support Type (x300 series and above)	Remote	On-Site
Priority Case Handling / Enhanced Response Time SLOs	P1 = 1 hr; P2 = 4 hrs; 3 = 24 hrs; P4 = 24 hrs	P1 = 30 min; P2 = 2 hrs; P3 = 4 hrs; P4 = 8 hrs
Version Release Reviews	NO	YES
Health Checks & Diagnostics	NO	YES
Technical Account Coverage	NO	Assigned TSE
Monthly Technical Mentoring Sessions	NO	YES
Quarterly Education Access	NO	YES

\*x300 Series Models and US Only. Locations outside the US may experience slightly longer shipping times due to customs.

## Assigned Technical Support Engineer (TSE)

The Assigned TSE component of Premier Support provides a designated advocate within ExtraHop who understands your specific environment, business goals, and technical history.

### TSE Essential: Designed for operational continuity.

- **Advocacy:** Your TSE acts as your internal champion for feature requests and prioritizes your support escalations.
- **Health Checks:** Regular technical reviews to ensure your deployment remains healthy and optimized.
- **Firmware/Version Management:** Coordination of versions and upgrades across your ExtraHop portfolio.

### TSE Enterprise: Designed for strategic partnership.

- **Includes all TSE Essential features plus...**
- **Strategic Initiatives:** Partnership on complex, long-term security goals and architecture.
- **Weekly Technical Support Reviews:** Proactive mentoring, education, and open case reviews to expedite resolutions and maximize platform value.
- **Product Management Access:** Direct lines of communication to our product team to influence the engineering roadmap.



# Professional Services

The needs of your organization change over time. Whether you are a new customer needing flawless implementation or a long-term partner tuning your system for an evolving network architecture or a changing threat landscape, our **Professional Services** team offers strategic guidance. These services are available for purchase to ensure you can integrate ExtraHop deeply into your security ecosystem, maximizing your return on investment and bolstering your network resilience.

## Overview

ExtraHop and Partner Certified services proactively de-risk every lifecycle phase. They move beyond technical support, offering strategic operationalization delivered by veteran security architects and network engineers with deep, specialized knowledge of the RevealX platform.

- **Implementation Services** begin with detailed scoping and configuration for full visibility in complex environments. We specialize in robust integrations with your existing security ecosystem (including SIEM, SOAR, and EDR) to automate critical response workflows, such as quarantining a compromised host, which dramatically accelerates time-to-value. Training options are also available.
- **QuickStarts and Health Checks** are targeted engagements for existing deployments. Threat Hunting pairs your team with experts to proactively identify threats and transfer practical hunting skills. Health Checks assess critical assets to ensure your configuration remains optimized and prevent security posture “drift” by verifying trigger logic, system performance, and compliance.
- **Managed Detection and Response (mNDR):** We partner with leading firms to offer a fully managed, 24/7/365 network detection and response service. It provides outsourced threat monitoring, alert triage, and response actions, leveraging ExtraHop’s power without requiring a full internal Security Operations Center (SOC).

## Resident Expert Program

For customers with highly dynamic or complex environments, the Resident Expert Program provides on-staff expertise.

- **Dedicated Resource:** A dedicated or partially dedicated solutions architect works as an extension of your team.
- **Deep Integration:** This expert is assigned based on a customer’s strategic needs. Common use cases include custom API coding, complex dashboard creation, and custom integrations.
- **Operational Focus:** They proactively hunt for threats, tune detection rules to minimize noise, and ensure your team extracts the maximum value from the platform daily.

## Implementation Services



## QuickStarts & Health Checks



## Managed Detection and Response



# Hardware Maintenance and Warranty

ExtraHop RevealX can be deployed via physical, virtual, or cloud-native sensors. For physical appliances, ExtraHop provides a comprehensive structure of hardware assurance to protect your investment throughout the operational lifecycle. Hardware Maintenance requires an active software subscription.

## Standard Warranty and Evaluation Terms

- **Evaluation Hardware:** Units provided for a Proof of Concept are offered “AS IS.” They must be returned within 10 business days of the evaluation’s conclusion.
- **Standard Warranty (Purchased Units):** All purchased units include a one (1) year warranty against defects in material and workmanship.

## Core Hardware Maintenance Programs

The ExtraHop 16G Hardware Maintenance program delivers reliable break/fix coverage for continuous protection.

- **Standard Maintenance (Years 1-3):** Included with the purchase of all 16G appliances for the first three (3) years, it provides full hardware support and eligibility for replacement via the formal Return Material Authorization (RMA) process.
- **Extended Maintenance (Years 4-5):** This optional offering allows seamless continuation of Standard Maintenance for up to two (2) additional years (maximum five (5) years total).

- **Maintenance Inclusions:** Subscription covers continuous maintenance and support for field-replaceable parts, like SSDs.
- **Prerequisite for Service:** All hardware support and RMA coordination require two critical conditions: an active Standard or Extended Hardware Maintenance, and an associated active software subscription.

## Rapid and Advanced Replacement Services

The RMA process is designed for rapid incident resolution to minimize downtime for mission-critical data centers.

- **Standard RMA (24-48 Hours):** In case of confirmed hardware failure and authorized replacement by 12 PM PST, shipping is targeted for the same day; otherwise, it is the next business day.
- **Premium RMA (Same Day/Next Business Day):** For critical environments, ExtraHop offers upgraded Service Level Agreements (SLAs), including an **onsite response** option in supported geographies (*Requires Paid Premier Support Add-on*).
- **Spare Drives:** Customers are armed with additional hard drives for their data centers to allow for real-time swap of failed drives (*Requires Paid Premier Support Add-on*).



## Summary

To fully understand how these flexible service options—from self-service forums and educational modules to high-touch, tailored training—align with your unique security strategy and current team maturity, [please reach out to your ExtraHop representative](#). They can help you map the right mix of resources to your specific goals and define your next step on the path to network resilience.

## ABOUT EXTRAHOP

ExtraHop is the cybersecurity partner enterprises trust to reveal cyber risk and build business resilience. The ExtraHop RevealX platform for network detection and response and network performance management uniquely delivers the unparalleled visibility and decryption capabilities that organizations need to investigate smarter, stop threats faster, and move at the speed of risk. Learn more at [extrahop.com](#).

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