About the Skybox partner program

Grow your business

Join the Skybox Security partner program and we will help you drive more revenue and value to your customers with the Security Posture Management Platform. Skybox is the only platform that gives enterprise teams the ability to collectively visualize and analyze hybrid and multi-cloud networks, providing full context and understanding of their attack surface.

We’re in this with you for the long term. Our Skybox roadmap will complement yours, and we will provide you with a support system to help drive your business objectives both now and in the future.

As a Skybox Partner, your offerings will become more compelling and embedded in your customers’ IT estate, appealing to the needs of CISOs, directors and senior security managers within global organizations.

Our goals, your outcomes

The goal of the Skybox Partner Program is to support your organization with the right solutions, resources, and expertise to:

+ Simplify the complexity of managing multiple security vendors
+ Engage in business outcome driven conversations with key decision-makers
+ Deliver value at a consultative level and position your brand as a trusted authority
+ Solve customer challenges simply with an easy-to-manage integrated platform
+ Stand out from the crowd with a differentiated offering that complements your existing vendors
+ Increase your incremental run-rate business year over year

Skybox technology will allow you to:

Develop and deliver a set of professional services around the Skybox Security Posture Management Platform, including but not limited to:

+ Deployment services
+ Remote or on-premise support services
+ Fully-managed security services
+ Consultancy auditing services

Using our platform-based approach, you can start selling specific modules and use cases. To maximize revenue potential, you can cross and upsell additional modules over time.

The Skybox Partner Program Structure

Authorized Partner
The Skybox Security Authorized Partner level is the point of entry for all Skybox resellers.

Premier Partner
The Skybox Security Premier Partner level is the mid-tier and is available to partners who meet minimum revenue and certification goals.

Elite Partner
The invitation-only Skybox Security Elite Partner level is based on achievements in revenue, certification and a mutually agreed joint investment in the market.
## Program requirements

<table>
<thead>
<tr>
<th>Revenue Requirement</th>
<th>Authorized</th>
<th>Premier</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Skybox Security revenue requirement</td>
<td>N/A</td>
<td>Entry level $250k</td>
<td>Entry level $1m</td>
</tr>
</tbody>
</table>

## Technical and Certification Requirements

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Authorized</th>
<th>Premier</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td># of Skybox Certified Sales Consultants (SCSC)</td>
<td>2</td>
<td>2</td>
<td>3</td>
</tr>
<tr>
<td># of Skybox Certified Authorized Architect (SCAA)</td>
<td>2</td>
<td>Recommended</td>
<td>Recommended</td>
</tr>
<tr>
<td># of Skybox Certified Technical Associates (SCTA)</td>
<td>2</td>
<td></td>
<td>3</td>
</tr>
<tr>
<td># of Skybox Certified Sales Engineers (SCSE)</td>
<td>2</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td># of Skybox Certified PS Engineers (SCPS)</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td># of Skybox Certified PS Engineers Plus (SCPS+)</td>
<td>1</td>
<td>2</td>
<td></td>
</tr>
</tbody>
</table>

- Annual business/marketing plan: +
- Maintain active demo system: +
- During QBR: +
### Program benefits

<table>
<thead>
<tr>
<th>Profitability and Incentives</th>
<th>Authorized</th>
<th>Premier</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Renewal incumbency support</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Sales qualified lead distribution</td>
<td></td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Participation in Skybox Rewards Program</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Discounts</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Software</td>
<td>10%</td>
<td>15%</td>
<td>20%</td>
</tr>
<tr>
<td>Support and maintenance</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
</tr>
<tr>
<td>Appliance</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Professional services</td>
<td>10%</td>
<td>10%</td>
<td>10%</td>
</tr>
<tr>
<td>Software deal registration discount</td>
<td>15%</td>
<td>20%</td>
<td>20%</td>
</tr>
<tr>
<td>Support and renewal deal registration discount</td>
<td>15%</td>
<td>15%</td>
<td>15%</td>
</tr>
</tbody>
</table>
### Program benefits

<table>
<thead>
<tr>
<th>Marketing And Sales Support</th>
<th>Authorized</th>
<th>Premier</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Listed on Skybox Partner Locator</td>
<td></td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Regular partner communications</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Skybox branded partner logos</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to co-marketing funds</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>Skybox executive sponsor</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>Allocated Skybox channel account manager</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>Allocated Skybox technical account manager</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>Allocated Skybox marketing manager</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>Discounts</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24/7 online portal access</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>24/7 online access to knowledge base</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to Skybox support hotline</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Can manage support cases on behalf of customers</td>
<td></td>
<td></td>
<td>+</td>
</tr>
<tr>
<td>(explicit customer delegation necessary)</td>
<td></td>
<td></td>
<td>+</td>
</tr>
</tbody>
</table>
## Program benefits

<table>
<thead>
<tr>
<th>Enablement Tools</th>
<th>Authorized</th>
<th>Premier</th>
<th>Elite</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Skybox Security Partner Portal</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>NFR program participation</td>
<td>Software only</td>
<td>Software only</td>
<td>Software and hardware</td>
</tr>
<tr>
<td>Sales tools (i.e. battle cards, case studies, call scripts, etc.)</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Strategic field account mapping</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Training and Education</th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to free online Skybox Certified Sales Consultant (SCSC) training</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to free online Skybox Certified Authorized Architect (SCAA)</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to free online Skybox Certified Technical Associate (SCTA) training</td>
<td>+</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to free in-person Skybox Certified Skybox Engineer (SCSE) training</td>
<td>By invitation only</td>
<td>+</td>
<td>+</td>
</tr>
<tr>
<td>Access to the Skybox cloud-based V-Lab for partners</td>
<td>By invitation only</td>
<td>By invitation only</td>
<td>By invitation only</td>
</tr>
<tr>
<td>Access to free in-person Skybox Certified Professional Services (SCPS)</td>
<td>By invitation only</td>
<td>By invitation only</td>
<td>By invitation only</td>
</tr>
<tr>
<td>Access to free in-person Skybox Certified Professional Services Plus (SCPS+)</td>
<td>By invitation only</td>
<td>By invitation only</td>
<td>By invitation only</td>
</tr>
</tbody>
</table>

| MSSP Program                                          | By invitation only | By invitation only |

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Skybox Partner Playbook
Sales resources

Deal Registration Tool

Use the Skybox deal registration tool to protect your investment and ensure you are rewarded for creating and securing opportunities.

- All deal registrations must be entered via the Skybox Partner Portal.
- Deal registration is opportunity-based (not account-based).
- The opportunity registered by a partner should be qualified as follows:
  - The end-user has a clear need and pain that Skybox can solve.
  - You are in contact with the right person who has influences on the decision.
  - There is an allocated budget or need or time frame identified for purchasing the solution.
- 90 days deal registration with option to renew – must be approved by Skybox Security.
- Where Skybox operates with a distributor, the partner must choose a distributor at the time of registration; it’s not transferable. Skybox will reject the deal registration if one is not selected.

To use the deal registration tool, you first need to access it through the Skybox Partner Portal. Then, fill in all fields before saving.

Once you have completed and saved the deal registration form, you will receive an e-mail alert. Your account manager then has 48 hours to accept or reject the deal registration.

Partner Locator

The skyboxsecurity.com public website features a valuable Partner Locator, helping potential customers find Premier and Elite Partners, distributors, and MSSPs in their country.

Please contact your local Skybox manager should your company change its published details.

Ordering Process

We’ve made it easy for you to purchase from Skybox.

To find out how, including what steps you need to take, how to get a renewal quote, and how to order professional services, click here to download our ordering process FAQs.

The Skybox partner portal

The Skybox partner portal is designed to make life easier for you and your teams.

Packed full of valuable tools and resources, from marketing assets through to sales enablement information, the Skybox Partner Portal is refreshed regularly to ensure you have everything you need to drive success with Skybox. Simply follow these instructions to get access to the Skybox Partner Portal:

STEP 1
Login to the portal here. If you do not have an account, request a login here.

STEP 2
Select your country and enter your email address

STEP 3
Select your location, complete the form and click submit

If you cannot login because your email address already exists in our system, please click on the forgotten password link here to activate your account.
**Program benefits**

Skybox has designed a comprehensive training path for its partners, focused on providing the knowledge and skills needed to deliver added value to customers around Skybox solutions.

<table>
<thead>
<tr>
<th>Audience</th>
<th>Course</th>
<th>Training Name</th>
<th>Format</th>
<th>Length</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Sales</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| | | Skybox Certified Sales Consultant (SCSC) | Web based training (Self-paced) | 80 minutes; 11 modules | • High level knowledge of the Skybox offering  
• Pre-requisite for SCTA |
| **Architect** | | | | | |
| | | Skybox Certified Authorized Architect (SCAA) | Web based training (Self-paced) | 90 minutes (for videos); 6 modules | • Skybox technical architecture and most important features  
• Best practices to maximize customer success |
| **Sales engineer** | Step 1 | | | | |
| | | Skybox Certified Technical Associate (SCTA)  
Requires resources to run a Skybox platform | Web based training (Self-paced) | 8 hours (videos and demos), 4 hours (labs); -30 modules and 5 quizzes | • Describe capabilities and main use cases of Skybox products  
• Install Skybox  
• Utilization capabilities inc. simple data collection |
| | Step 2 | | | | |
| | | Skybox Certified Sales Engineer (SCSE) | Trainer-led | 2 days in-person training, or 16 hours over 4 days | • Qualify & support sales opportunities  
• Demo Skybox & use cases  
• PoC planning & execution  
• Troubleshooting & support case management  
• Prepare & respond to RFPs |
| **PS** | Step 1 | | | | |
| | | Skybox Certified Technical Associate (SCTA)  
Requires resources to run a Skybox platform | Web based training (Self-paced) | 8 hours (videos and demos), 4 hours (labs); -30 modules and 5 quizzes | • Describe Skybox’s capabilities and main use cases  
• Install Skybox  
• Utilization capabilities inc. simple imports |
| | Step 2 | | | | |
| | | Skybox Certified PS Engineer (SCPS) | Trainer-led | 4 day in-person training, or 32 hours over 8 days | • Learn how to deploy  
• Learn details about individual deployment topics  
• Common administrative tasks |
| | Step 3 | | | | |
| | | SCPS Plus | Shadowed | Field-based training | • Be completely self-sufficient for simple deployment |
Skybox partner path

Skybox Certified Sales Consultant (SCSC)
Salespeople can gain SCSC accreditation online. The course is eighty minutes long and consists of four modules. Upon completing the training, you will learn the positioning of the Skybox Security Platform, the messaging to the Skybox Security target personas, and specific messaging for Skybox Security target industries and use cases. Please note that this course is a prerequisite for SCTA.

Once you are SCSC-accredited, you can print out your certificate [via the portal](#).

Skybox Certified Technical Associate (SCTA)
This online course is designed for sales engineers and professional services. The course consists of 30 modules divided into five chapters. With the addition of a few simple hands-on labs, you may gain SCTA accreditation within a few hours.

After taking the course, you will walk away with the ability to describe the capabilities and prominent use cases of Skybox products; know how to install Skybox, and gain basic utilization capabilities that include simple data collection.

Completing SCSC training is a prerequisite for this course. Once you are SCTA-accredited, you can print out your certificate [via the portal](#).

Skybox Certified Sales Engineer (SCSE)
This class-based course for sales engineers is 16 hours long (8hr lectures + 8hrs hands-on using cloud vLab) - either in-person wherever possible or via virtual classrooms. During the training, you will learn how to qualify and support a sales opportunity; demo Skybox and its key use cases; plan for PoCs; troubleshoot and manage support cases; prepare and respond to RFPs.

Completing SCSC and SCTA training is a prerequisite for this course.

Skybox Certified Ps Engineer (SCPS)
Professional Service professionals can become SCPS accredited through this 32-hour training program that can either occur in-person or via virtual classrooms. The course will teach you details about individual deployment topics, including best practices and real-time scenarios, knowledge of common administrative tasks, and give you the ability to deploy the Skybox platform.

Completing SCPS training is a prerequisite for this course.

Skybox Certified Authorized Architect (SCAA)
This online course is designed for the Security Architects, who wish to gain a technical understanding of the Skybox platform. It’s especially suited for those who deal with a large technology ecosystem and need to make sure they leverage Skybox to its fullest extent.

The course is 90 minutes long, and features 6 sections, covering the most relevant topics from a technical presales standpoint. It does not require any hands-on work.

Completing SCSC training is a prerequisite for this course.

Certified (ISC)² Member
If you are a certified (ISC)² member who needs more “Group A” CPE credits, this Skybox training can help. [Check here](#) to find out how many points you can earn.

Further information about Skybox certification and training can be found [here](#).
Enablement program

Managed Security Service Provider (MSSP)

Skybox offers MSSP enablement to elite and premier partners with existing MSSP programs, by invitation only.

Skybox helps MSSPs to add value to their deals, both in terms of cost and content. Specifically, the technology can be used by MSSPs to help design and create the following services:

- Infrastructure security compliance assessment
- Vulnerability risk assessment and prioritization
- Firewall migration and network segmentation

The above services may enhance an MSSP’s existing portfolio of services.

If you are interested in learning more about becoming a MSSP Partner, check this brochure here or speak with your Skybox Channel Representative.

There are multiple ways to use Skybox as a service

We are here to help you establish better, longer-lasting relationships with your customers.

This remains true whether you use Skybox for hosted managed security services, periodic consultancy services, security awareness, and health checks, or a combination of all three.
Marketing resources

We are here to support you and maximize opportunities every step of the way with a comprehensive range of marketing tools and resources.

+ Keep up to date on everything from new launches to the latest promotions through our channel communications.
+ Drive awareness and opportunities through our impactful demand generation tools.
+ Motivate your teams and focus your efforts.

Click here to access the resources.

Channel marketing

Skybox has designed a valuable program to support and encourage your sales and marketing activities and assist you in developing your internal sales and technical personnel.

This Skybox Security Program aims to provide Skybox Partners with a means to promote Skybox products and services and emphasize the value that our partners bring to Skybox solutions.

Eligibility to take part in the program is subject to your compliance with the following terms:

Program terms

All Distributors, Elite and Premier Partners, and MSSPs are eligible to participate.

Process

+ The partner and the Skybox Security marketing team will submit a marketing plan for approval
+ The partner will receive approval or suggested revisions within five working days*
+ Upon acceptance, the partner commences the activity
+ Upon completing the activity, the partner reports back to Skybox Security with proof of performance and return on investment

Please see further guidelines here for activity definitions, proof of performance metrics.

*Skybox Security will review the marketing plan approval depends on the potential return on investment (ROI) of the activity.

Partner program logos

You’ve worked hard to earn your status in the Skybox Partner Program so be sure to use your logos to promote your status.

Partner Program logos can be downloaded here.

Skybox partner newsletter

The security market never stands still, and neither does Skybox. Ensure you and your teams stay updated with the latest news, tips, resources, and information in the Skybox partner newsletter delivered straight to your inbox every month. To subscribe to receive the Skybox partner newsletter, register to the partner portal here.

Partner webinar series

Whether you’ve got new team members that need to get up to speed or want to find out more about the latest Skybox platform developments, the webinar series is an invaluable resource to keep you up to date.

The webinars include live, deep-dive training and updates, as well as a catalog of valuable on-demand topics.

To find out more about the latest partner webinars visit the Skybox partner portal.

Social communities

Please find out the latest news from Skybox and the security market as it happens. Connect and collaborate with like-minded peers and partners through the Skybox partner LinkedIn community: Skybox Security Worldwide Partners.

Click here to access the Skybox Partner LinkedIn Communities.
# Activities that are eligible for marketing funds

<table>
<thead>
<tr>
<th>Qualifying activity</th>
<th>Type of activity</th>
<th>Proof of performance</th>
<th>Investment metrics report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Direct mail</td>
<td>Postcards, hard copy mail campaigns</td>
<td>Copy of flyer / promotion with Skybox Security logo visible</td>
<td>How many pieces were sent out? Who is the target audience? Number of leads obtained</td>
</tr>
<tr>
<td>Event</td>
<td>CISO dinners, end user events</td>
<td>List of attendees / registrants / leads with name, title and company and one method of contact (phone or email). Please make sure all lists are attached as excel files as .pdf format will not be accepted</td>
<td>Number registered. Number of attendees.</td>
</tr>
<tr>
<td>Web advertising (including e-mail campaigns)</td>
<td>Web advertising / Content syndication / social campaigns Banner ads, online ads, email blasts</td>
<td>Copy of the adds / e-mail or banner ads with Skybox Security logo visible. List of contacts (where applicable i.e. content syndication), contact name, title and one method of contact info (phone/e-mail). Please make sure all lists are attached as excel files as .pdf format will not be accepted</td>
<td>Number of impressions. Number of responders. Number of qualified leads. Number of click-throughs.</td>
</tr>
<tr>
<td>Partner Sponsorship</td>
<td>Marketing events (not contest or spiff)</td>
<td>List of attendees / registrants / leads with name, title and company and one method of contact (phone or email). Please make sure all lists are attached as excel files as .pdf format will not be accepted</td>
<td>Number registered. Number of attendees.</td>
</tr>
<tr>
<td>Database rental/ purchase - telemarketing</td>
<td>Selling workshop / internal training / seminars / webinars / floor days</td>
<td>Photo of event with Skybox Security logo visible. Copy of event invitation / e-mail. List of attendees / registrants / leads with name, title and company and one method of contact (phone or email). Please make sure all lists are attached as excel files as .pdf format will not be accepted.</td>
<td>Number of qualified leads. Number of attendees.</td>
</tr>
<tr>
<td>Tradeshows</td>
<td>Selling workshop / internal training / seminars / webinars / floor days</td>
<td>List of attendees and booth visitors with name, title and company and one method of contact (phone or email). Attach lists as excel files; pdf format will not be accepted. Photo of event with Skybox Security logo visible. Copy of event invitation / e-mail</td>
<td>Number of qualified leads. Number of attendees.</td>
</tr>
</tbody>
</table>
Activities that are eligible for marketing funds

Program rules

Skybox Security funds are provided solely at the discretion of Skybox Security to help increase mutual sales of Skybox Security products. To receive Skybox Security funds, you must be a current Skybox Security Partner.

Skybox reserves the right to withhold and/or deny reimbursement of fund requests if a partner’s account is not in good standing.

Any continued participation in the Skybox Security MDF requires that the integrity of the Skybox Security brand be maintained. Actions considered to be detrimental to the integrity of the Skybox Security brand may result in removal from participation in MDF. If your Skybox Security partnership is terminated or not renewed, your participation in the Skybox Security funds will cease and all funds will be immediately forfeited, and any unspent funds returned. Skybox Security funds in this program may only be used for marketing initiatives that are approved by Skybox Security.

Strict compliance with the guidelines contained within this document is required. Skybox Security retains the right to decide matters concerning compliance with the program’s guidelines, eligibility of expenses for reimbursement, and other matters concerning proper understanding and implementation of this program. Skybox Security reserves the right to revise or terminate this program at any time.

Any questions, please contact your Skybox account manager or send an e-mail to partners@skyboxsecurity.com.

Marketing activity application form

To apply for support via the Skybox Channel Marketing Program, please contact your marketing representative.

Customer reference program

The Skybox Customer Reference Program offers you and your customers the opportunity to shine a light on your joint success and demonstrate thought leadership in the security market.

With a wide range of customer reference opportunities available, from customer case studies and videos to speaking opportunities and analyst engagement, your customers can choose to share their success in whichever way they choose.

To find out more about the Skybox Customer Reference Program click here.
Licensing

Partner demo license
Select this if you need to demonstrate Skybox capabilities using the out-of-the-box demo model to customers/prospects or self-learning. This license will not allow you to import your configuration data into the Skybox model; therefore, it is of no use to customers.

Remember this license is:

+ Primarily for demonstrating the Skybox Security suite to customers using the demo model
+ Also used for training and education purposes
+ Does not allow importing of new data into the modeling
+ Time limited to 1 year
+ Suitable for partner demonstration and educational purposes.
+ Not suitable to be given to customers.
+ Can be downloaded directly from the partner portal.

Click here to download the license.

POC license
Select this option if you need to request a license for a customer POC; this license will be time, module and quantity limited and will allow the customer to import their data.

A proof of concept (POC) license is for use in a real customer opportunity to showcase the capability of the Skybox platform in a real or staged environment that reflects the customer network. A POC license can only be requested for Registered Opportunities.

When requesting a POC license, you need to provide the following information:

+ The name of the customer
+ The modules in scope for the POC
+ The license count (e.g., 5FA/10NA, etc.)
+ The start date for the POC
+ If you have completed the POC template here

Once you have submitted your request, Skybox will be in contact to further qualify and offer assistance; please allow three working days for a response (often much quicker).

Click here to request a POC license. Please allow up to 3 business days for a response.

Partner lab license
Select this if you need integration between Skybox and other vendor technologies in an internal lab. Do not use with customers.

Remember this license is:

+ Used to Test integration between Skybox and other vendor technologies and also used for training
+ Not for use with customers or end-user engagements. Internal partner lab usage only

+ Allows importing of new data into the model, no production devices
+ Module license limited to 4FA/8NA/20VC
+ Time limited to 30 days
+ Can be downloaded directly from the partner portal

Click here to download the license.

Licensing overview
Skybox Security software products are licensed based on the module, allowing users to purchase only what is required for their organization.

Within this document you will find information on Skybox Enterprise Server. Note: every Skybox deployment requires a software server license regardless of implementation.

In addition, you will find information on Skybox module licensing. Except for Skybox® Change Manager, each Skybox module listed below can function independently or together in the same implementation. The asset/device counts from one license cannot be applied to any other license.

License options include:

Skybox Firewall Assurance
With Firewall Assurance, organizations can automatically analyze rule sets, platform configurations, and usage information across hybrid and multi-cloud environments for compliance reporting, rule-base optimization, policy and rule re-certification, and triggering the change workflow processes.

Skybox Change Manager
With Change Manager, organizations can efficiently orchestrate and automate their network, firewall, cloud and security infrastructure change management processes. Change Manager offers customizable, context-aware workflows that automate the provisioning, deprovisioning, recertification, and normalization of application connectivity and firewall rules to enable connectivity while maintaining continuous compliance, closing security gaps, and limiting vulnerability exposures.
Skybox Network Assurance

With Network Assurance, organizations can automatically develop an accurate map of their entire hybrid and multi-cloud infrastructure, visualize their network topology, and run network segmentation analysis to accurately model their attack surface and understand the security posture of their hybrid infrastructure.

Skybox Vulnerability Control

With Vulnerability Control, organizations have the full context of their attack surface - across their network, cloud and security infrastructure – to find where they are exposed to cyber-attacks, quantify the risks of exploitation, prioritize vulnerabilities and provide optimal remediation options to reduce the highest levels of risk.

Skybox for Cloud and Virtual Environments

Enabling Skybox within virtual environments such as those based on a VMware NSX infrastructure or within a cloud environment such as Amazon Web Services (AWS) requires a different approach due to the characteristics of these environments. For these environments Skybox has introduced Virtual Network Assurance licenses, also known as VNA.

Contact us for further information on the Skybox software licensing model.

High availability license

When deploying Skybox servers in high availability the license is already included in the Enterprise Server License. The module sizing and licensing remains the same and is not increased for HA.

Support

To support our award-winning products, we offer three global software support programs: Standard Support, Premium Support, as well as an Advanced Replacement Program for customers who purchase a Skybox appliance.

These choices offer the flexibility you need to select the support program that is best suited to help you maximize your investment in Skybox products.

Standard support

Standard Support provides access to the support knowledge base, support portal and support hotline to help troubleshoot problems and mitigate issues.

During the term of your support contract, these resources enable you to submit and manage your support cases; take advantage of the latest security features; download software, upgrades, updates and patches and review Skybox Security product documentation.

Premium support

If your business has 24-hour operations and doesn’t stop for weekends or holidays, Premium Support is the right choice for you. With global coverage and highly trained technical support engineers, Premium Support has all the benefits of Standard Support available to you 24x7. In addition to around-the-clock availability, Premium Support ensures a response even outside regular business hours.

Suppose a more intensive interaction is needed with the Skybox Support Center. In that case, a Premium Support customer may request a support point of contact (SPOC) from the Skybox support team for a mutually agreed-upon duration. All support cases should still be submitted through the support portal, but the SPOC will monitor support cases and conduct weekly meetings to discuss status and prioritization.

The SPOC will be available during your organization’s local business hours.
**Accessing support**

Partners can raise a ticket through the support page on the Skybox Partner Portal.

**Online support case**

Please sign-in to your Skybox support portal account [here](#) to raise a new support case or check on an existing one.

You may only view and open cases for Customers who delegated your organization in writing, as long as the delegation is valid.

**Phone support**

You may submit a case on the Skybox support hotline 24x7. Please note that the line is monitored by operators trained to take messages including, technical details but are not qualified to provide support or solutions. The operator will log the case, and it will then be handled according to the timetable specified in the support services description available on our public website.

You should also note that cases will be handled faster when submitted through the online support portal. Cases logged by phone may require additional processing time. We recommend always using the support portal to log new cases.

To find support phone numbers for your region, [click here](#). (Note: for US and Canada and Europe/International lines, select the technical support option).

Our operators are only able to take messages in English at this time. When filing a support case using our support hotline, please provide:

- Your full name
- Your company name
- Your email address
- Phone number where you can be reached (include country code and local area code)
- Support request number (if the call is regarding an existing issue)
- A brief description of the problem

**Troubleshooting**

A support engineer will be assigned to your case and respond within the time-frame which considers the support contract (standard support or premium support) and the severity of the reported problem.

The initial response may be a request by the support engineer for additional information or a notification that the investigation of your issue is now underway. In many cases, the engineer will be able to provide a workaround or an ETA for a solution. If a product change is necessary to solve the issue, you will be provided with a patch once the appropriate code changes have been implemented and thoroughly tested.

You may continue communicating with your support engineer through the support portal or email-to-case only. You cannot provide additional information using the support hotline phone number.

**Getting a solution**

Your support engineer will resolve your support case by providing a workaround, and instructions on overcoming the reported issue or a patch (i.e., product update). After implementing the solution, you may confirm whether it solved your issue and close the case; you will need to communicate to your support engineer that additional information is necessary or that the proposed solution did not fully resolve your issue. The support engineer will continue working on your case until it has been resolved to your satisfaction.

**Closing the support case**

A support case is typically closed when you confirm that a resolution has been reached or if the Skybox support team does not hear back from you after three attempts to contact you during a seven-day period (for each attempt). Technical support cases may also be closed if they cannot be resolved or if Skybox Security decides not to resolve specific issues, with acknowledgment and agreement from you.

We may also close a case if your support contract has expired and not renewed within the allotted time-frame.
Health Check Service

If it’s been a while since one of our professional services team has worked with you on your customer’s Skybox deployment, we recommend a Skybox Health Check to optimize the value of their Skybox deployment.

Their network has not been standing still; it’s been growing and evolving. Periodically checking on the data imports, model status, and system operation parameters of their Skybox deployment will ensure optimal performance.

Skybox Professional Services (PS) will run through a set of comprehensive checks and provide a detailed report with findings and remediation recommendations you can leverage to add value to your customer engagement.

Skybox Security’s Health Check Service is designed to ensure Skybox services are operating at optimal performance levels, proactively identifying issues before they become severe, and assist them in understanding and leveraging new features in the Skybox Platform.

The Skybox Health Check is a fixed cost service that can be purchased and scheduled in advance at regular intervals or purchased separately at any time. If they have a balance available from PS work, those PS days can be credited to the Health Check cost.

Skybox recommends having the first check three months after the deployment is complete to ensure optimum health and operation of the Skybox system. Further checks are performed at three to six-month intervals after that.

Software downloads

The Product Installer software can be found here (Please note you will need a license to use the software).

Guides

You can access various guides relating to the current version here. There are several documents in this location. If they have a balance available from PS work, those PS days can be credited to the Health Check cost.
Key contacts

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ABOUT SKYBOX SECURITY

Over 500 of the largest and most security-conscious enterprises in the world rely on Skybox for the insights and assurance required to stay ahead of dynamically changing attack surfaces. Our Security Posture Management Platform delivers complete visibility, analytics and automation to quickly map, prioritize and remediate vulnerabilities across your organization. The vendor-agnostic solution intelligently optimizes security policies, actions and change processes across all corporate networks and cloud environments. With Skybox, security teams can now focus on the most strategic business initiatives while ensuring enterprises remain protected.

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