Sumo Logic Professional Services

Onboarding Enablement Service for Cloud SIEM

Effective Date: August 1, 2025

Overview

Sumo Logic's Professional Services Onboarding Enablement Service for CloudSIEM ("Onboarding Enablement Service") is designed to assist customers in the understanding of log collection and log searches within the Sumo Logic platform, as set forth below.

Activities

Sumo Logic shall conduct three (6) sessions, of up to one-hour duration for each session, to cover the following topics and activities:

Session	Intended Customer Audience	Topics & Activities
Log Collection (first session)	• Sumo Logic Administrators	• Review best practices for log data collection. • Provide guidance regarding any upcoming collections. • Review metadata principles. • Review partitions and retention. • Provide instructions on the installation of applications from the application catalog.
Log Search (second session)	• Sumo Logic Administrators and Users	• Provide an orientation to the Sumo Logic user interface. • Provide instructions on how to leverage deployed applications from the application catalog. • Provide instructions for performing your own log searches. • Provide instructions on how to save and share your log searches. • Provide instructions on how to build dashboards. • Provide instructions on how to build monitors (for alerting).

Topic	Intended Customer Audience	Customer Activities
Data Normalization (third session)	• Sumo Logic Administrators	• Provide guidance on data normalization and parsers. • Provide guidance on data ingestion from an installed and hosted collector into CloudSIEM
CloudSIEM Configuration (forth session)	• Sumo Logic Administrators	• Provide an overview of records, signals, and insights • Provide guidance on deployment of standard CloudSIEM dashboards • Provide guidance on how to configure domain normalization, network blocks, and match lists
CloudSIEM Detection Rules (fifth session)	• Sumo Logic Administrators & Users	• Provide Guidance on custom entity types and groups • Provide enablement and guidance on how to tune Cloud SIEM detection rules • Provide guidance on how to create a customer Cloud SIEM detection rule.
Question & Answer (sixth session)	• Sumo Logic Administrators and Users	• Conduct a question and answer session to cover any topic(s) discussed throughout this engagement. • Completion of the previous five sessions are a prerequisite for this Question & Answer session • Provide previous session recordings. • Review suggested post-engagement next steps.

Timeline

The Onboarding Enablement Service is expected to be completed within six (6) weeks of conducting the first session. If the project extends beyond that timeline, and the delays are due to a lack of Customer participation and/or availability, Sumo Logic may require a paid project change modification.

Assumptions

- Cloud SIEM shall be deployed for one Sumo Logic Organization ("Sumo Org").
- Customer shall provide timely access to Customer personnel required for Sumo Logic to perform its obligations hereunder (including subject matter experts familiar with security, compliance, and operational requirements of Customer).
- Customer personnel to timely complete all recommended Sumo Logic self-paced training, prior to participating in any design and/or configuration activities.
- Assistance by Sumo Logic for collection of the data sources is limited solely to sources documented within the Sumo Logic Application Catalog.
- Sumo Logic shall not access and/or perform configuration work within Customer's non-Sumo Logic environments and/or systems. For clarity, Customer is responsible for the installation and configuration of collectors.
- SSO functionality requires a Sumo Logic Enterprise Package subscription. For the avoidance of doubt, if Customer does not have an Enterprise Package subscription SSO shall not be enabled.
- SSO functionality shall require the Customer to use an identity provider supported by Sumo Logic.
- Professional Services shall be performed exclusively on a remote basis.

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