

# Onboarding Enablement for Flex Logs

Effective Date: August 1, 2025

## Overview

Sumo Logic’s Professional Services Log Analytics for Flex Lite (“Log Analytics for Flex Lite”) is designed to enable the practitioner of the Sumo Logic platform on how to optimize content in-line with our Flex pricing model.

## Activities

Sumo Logic shall assist Customer with the following enablement activities, using an iterative approach that leverages Sumo Logic’s best practices and techniques:

Topic	Sumo Logic Activities	Customer Activities
Independent Customer Review	<ul style="list-style-type: none"><li>• Deploy Flex administrative content.</li><li>• Review Top (10) Queries from the PS Flex Query Usage Browser dashboard</li><li>• Build an optimization strategy framework for metadata design / partitioning based on best practices</li></ul>	<ul style="list-style-type: none"><li>• Review Flex administrative content</li><li>• Provide input and validate proposed design.</li></ul>
Enablement Session #1	<ul style="list-style-type: none"><li>• Deliver Flex Fundamentals Training</li><li>• Present metadata design / partitioning strategy and incorporate customer inputs.</li></ul>	<ul style="list-style-type: none"><li>• Provide input and validate partition design.</li><li>• Attend and participate in the enablement session</li></ul>

Topic	Sumo Logic Activities	Customer Activities
<b>Enablement Session #2</b>	<ul style="list-style-type: none"> <li>• Provide education on how to search within the environment (query best practices / optimization)</li> <li>• Walk-through (panel by panel) PS Flex Dashboards and OOTB Flex Apps</li> <li>• Present recommendations from the independent review</li> <li>• Provide suggested implementation tasks to the customer</li> </ul>	<ul style="list-style-type: none"> <li>• Attend and participate in the enablement session</li> <li>• Align resources to action implementation tasks provided by Professional Services</li> <li>• Gather any questions for the the Q/A session based enablement session attendance</li> </ul>
<b>Review/QA / Handoff Session #3</b>	<ul style="list-style-type: none"> <li>• Review questions regarding optimization recommendations</li> <li>• Answer any questions related to Flex Fundamentals, content optimization, and general best practice</li> <li>• Conduct knowledge transfer session and project closeout session.</li> </ul>	<ul style="list-style-type: none"> <li>• Attend and participate in the knowledge transfer &amp; project closeout session.</li> </ul>

## Timeline

The Log Analytics for Flex Lite package is expected to be executed in a continuous motion and completed within three (3) weeks of project kickoff. If the project extends beyond that timeline, and the delays are due to a lack of Customer participation, Sumo Logic may require a paid project change modification.

## Assumptions

- Deployment shall be 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 shall timely complete all recommended Sumo Logic self-paced training, prior to participating in any design and/or configuration activities.
- 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 and all source ingestion.
- Professional Services shall be performed exclusively on a remote basis.

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