



Service description

HarfangLab Guard Advisory Meeting Package

1. Scope of Services

The **HarfangLab Guard Advisory Meeting Package** provides regular, remotely conducted consultation sessions to support the use, optimization, and further development of the deployed solution.

- **Frequency:** Once per quarter
- **Duration:** 1.5–2 hours per session (plus preparation and follow-up)
- **Format:** Remote (video conference)
- **Recommended use:** Particularly useful after the completion of the introduction or project phase, to consolidate know-how and support further developments.

2. Content and Areas of Application

The consultation sessions can be used flexibly. Typical topics include:

- Knowledge transfer and user training
- Review of system configuration and existing rule sets for fine-tuning
- Response to minor inquiries and support with specific use cases
- Discussion of feature requests and user feedback
- Evaluation and adjustment of alert rules (non-SOC based)

3. Notes

- The package is designed for predefined consultation topics and advisory services within the scope of existing systems.
- Expansion to more extensive services (e.g., project support, on-site consulting) can be ordered separately if needed.

We are happy to advise you.

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