

# Customer Success

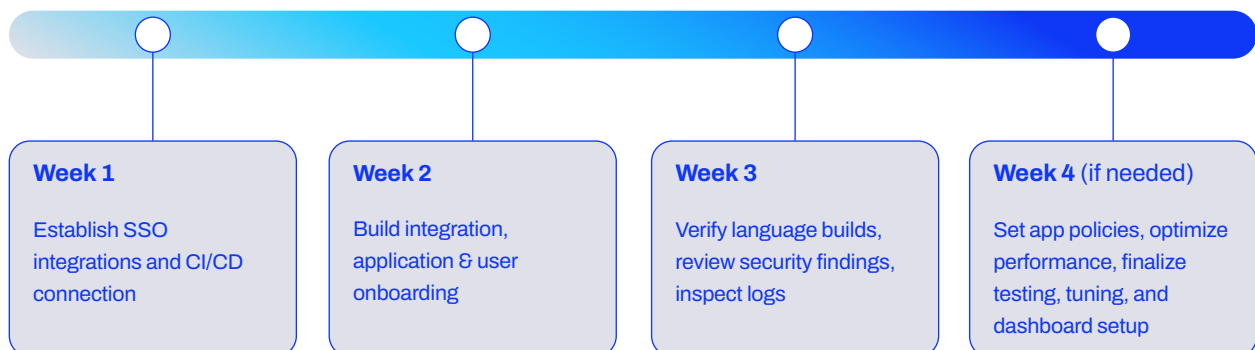
Enterprise-Grade AI Security  
and Support with preZero



## Getting Started with preZero

Our structured three-week deployment workshop ensures a smooth, efficient setup. Unlike other solutions that require ongoing manual adjustments, **preZero delivers full automation from Day 1**, freeing your team to focus on development instead of constantly fine-tuning security policies.

### Fast Time to Value: A One-Time Setup for Continuous Automation



Once completed, **preZero runs fully automated from Day 1**, eliminating the need for iterative rule-setting and manual intervention, unlike competitors who require ongoing fine-tuning even after deployment.

## Support & Success Offerings

At Qwiet AI, we are committed to your success. We offer flexible support options to ensure you get the most out of our solution:

Essential Support (Free)		Enterprise Support (Paid)
 Live Sessions	✓	✓
 Self-Paced Learning	✓	✓
 Technical Support	✓	✓
 Dedicated Success Manager		✓
 Guided Implementation		✓
 Access to Industry Experts		✓
 Prioritized Support		✓

### Essential Support (Included)

At Qwiet AI, we are committed to your success. We offer flexible support options to ensure you get the most out of our solution:

- Live training sessions with security experts
- Self-paced learning through documentation and knowledge base access
- Technical support for troubleshooting and guidance

### Enterprise Support (Premium)

- Dedicated Success Manager: Personalized guidance from a single point of contact
- Guided Implementation: Step-by-step onboarding with expert oversight
- Priority Support: Faster ticket resolution and Slack integration, backed by a ~99% CSAT score
- Live and On-Demand Training: Learn at your own pace or join interactive sessions
- Developer and Security Team Engagement: Office hours, integration workshops, and ongoing support
- Custom Workflow Assistance: Tailored support for your unique deployment needs

## Experience Security Automation and Remediation from Day 1

The Qwiet AI Customer Success Team is here to support your journey every step of the way.

If you have questions or want to receive a premium support quote, please contact us at [https://go.qwiet.ai/contact\\_qwiet](https://go.qwiet.ai/contact_qwiet) or your Account Executive.