

DATA SHEET

# Trellix Thrive

Experience success beyond support

Make the most of your investment in Trellix's industry-leading cybersecurity technologies with flexible, comprehensive success packages that help bolster your security program. Trellix Thrive provides a simple and modern experience for support, education, and professional services, so you can get started quickly and have the tools for success at your fingertips.

## Key Benefits of Trellix Thrive

- **Simplify your experience.** Get started quickly, have answers at your fingertips, and connect with product support experts
- **Accelerate your journey**  
Boost your knowledge, gain access to industry experts, and have the flexibility to pivot your strategy as your business changes.
- **Thrive with Living Security**  
Drive a resilient security posture that can adapt to changes in the threat environment and develop a balanced approach to your security program.

## Flexible Options for Your Organization

Trellix Thrive offers three different packages to ensure you get the level of support and security optimization your organization needs. Trellix Thrive Essential is included at no cost with every subscription software purchase. To get more value from your solutions and mature your security program, invest in Trellix Thrive Advanced or Trellix Thrive Elite, which offer Flex Credits that can be applied to premium support, options for custom training and access to Trellix cyber experts for professional services engagements.

Service	Trellix Thrive Essential	Trellix Thrive Advanced	Trellix Thrive Elite
<b>Case Handling</b>	Standard ticket routing	Severity 1 cases get advanced routing	All cases get advanced routing
<b>Phone Support</b>	Severity 1	24/7/365	24/7/365
<b>Product Training</b>	Self-guided	Flex credits for instructor-led, custom training	Flex credits for instructor-led, custom training
<b>Expert Services</b>	Purchased separately	Flex Credits included for use with proactive Professional Services	Additional Flex Credits and access to premium professional services

## The Trellix Advantage

- Central Thrive Portal with access to the resources, knowledge base, ticketing, status of requests and more.
- Security experts focused on maximizing customer outcomes through a comprehensive approach that combines strategy, design, training, implementation and optimization.
- Global reach with consultants in more than 70 countries and 24/7/365 support services.
- Insight into today’s threat landscape with access to our Advanced Research Center, an elite team of security professionals and researchers.

## Flexible Options for Your Organization

- Answer Your Product Inquiries
- Educate Your Team
- Review and Adopt Best Practices
- Test and Assess Your Environment
- Enhance Your Security Strategies
- Supplement Your Capabilities
- Improve and Tailor Your Threat Intelligence

For more information about Trellix Thrive, please visit [Trellix.com](https://Trellix.com)

