

SIEM Cloud to Platform Conversion

Modernize SIEM. Validate Readiness. Prepare for Platform Adoption.

Statement of Work

[SIEM Cloud to Platform Service Description](#)

Service Overview

SIEM Cloud to Platform Conversion supports existing SIEM Classic partners moving to SIEM Platform. The engagement validates the modernization path, confirms Platform readiness and access, guides onboarding and deployment activities, and reviews integrations and data visibility.

The engagement prepares the Client for continued operational use through structured completion and handoff activities. Historical SIEM data migration is not included.

What You Get: High Value Deliverables

The engagement helps existing SIEM Classic partners transition to SIEM Platform through readiness validation, onboarding guidance, deployment planning, integration review, and operational handoff.

Account Creation

Validates access, provisioning, permissions, and modernization readiness.

- Confirm SIEM is provisioned in Platform
- Validate access through CW Home
- Confirm Security > Threats > Configure access
- Determine the appropriate modernization path based on the partner's product footprint

Pre Installation & Readiness

Reviews Platform readiness and deployment prerequisites before onboarding begins.

- Validate Platform readiness, provisioning status, and permissions
- Review companies, sites, endpoints, users, and integrations
- Confirm stakeholder availability and deployment scope

Initial Deployment & Onboarding

Guides administrators through onboarding, deployment planning, and configuration activities.

- Review onboarding tool configuration and company mapping
- Review policies, packages, assignments, and agent deployment considerations
- Review SIEM Platform workflows, known limitations, and behavior changes from SIEM Classic

Integrations & Validation

Reviews integrations, validates deployment expectations, and prepares the Client for operational use.

- Review active integrations and integration prerequisites
- Confirm data ingestion and visibility expectations
- Review reporting considerations, known risks, and next steps

Completion & Handoff

Prepares the Client for continued deployment and ownership after the engagement.

- Review operational ownership and continued deployment activities
- Confirm understanding of limitations and follow up requirements
- Complete handoff and modernization closeout activities

Partnering With ConnectWise

What ConnectWise Provides

- **Validate SIEM and Platform** readiness, provisioning, entitlement, permissions, and required access
- **Guide onboarding tool configuration**, company mapping, policies, packages, assignments, and agent deployment
- **Review integration prerequisites**, data visibility, known limitations, and next steps
- **Provide remote modernization sessions**, status updates, session recaps, and handoff guidance
- **Communicate project risks**, dependencies, and scope changes throughout the engagement

Client Responsibilities

To support the modernization engagement, the Client must:

- **Ensure SIEM is provisioned** in the Platform and accessible through CW Home
- **Provide stakeholders** responsible for permissions, deployment decisions, and integrations
- **Inventory companies**, sites, endpoints, users, integrations, and deployment scope
- **Provide the Office 365 or Entra access owner** when applicable
- **Complete assigned preparation**, validation, testing, and follow up activities
- **Review known limitations**, data visibility, and continued deployment ownership
- **Communicate issues promptly** and provide timely decisions
- **Submit new requirements** or scope changes in writing through a ticket

Client readiness, access, and timely decisions are required to support modernization progress.

Why Choose SIEM Cloud to Platform Conversion?

- **Accelerate the transition** from SIEM Classic to SIEM Platform
- **Validate readiness** before deployment activities begin
- **Reduce onboarding** complexity through guided modernization support
- **Improve visibility into permissions**, integrations, and deployment requirements
- **Prepare administrators for continued** Platform adoption and operational ownership

Move to SIEM Platform with a structured path for readiness, onboarding, deployment, validation, and handoff.

CONTACT US



accountmanager@connectwise.com



home.connectwise.com



813.463.4700 Press 1 for Sales
and 1 for Account Management



UK Phone: +44 (0)203 817 6900
Ask for your Account Manager

Service scope may vary. Refer to the Statement of Work for complete details.