

Recorded Future Premium Success

Your Premium Success Package provides access all of the self-guided learning materials and expert research by Recorded Future, as well as a hands-on team to support your success with your intelligence goals.

Your Recorded Future Team

Customer Success Manager

Partner for deployment health and achieving ongoing value from Recorded Future.

Account Executive

Business point of contact. Manages contract and interest in new business.

Advisory Services

Intelligence Consultants and Architects deliver tailored projects to maximize the deployment, efficiency, and impact of Recorded Future.

Premium Success Overview

The Recorded Future Premium Success Package includes Integrations Engineering Services and access to a team of consultants to help maximize the value derived from Recorded Future and the implementation of threat intelligence within your security program.

Recorded Future University

Repository of best-in-class learning materials and webinars to assist with your professional development and ensure success with Recorded Future.

Support Site

Intelligence Kits: Customized out-of-the-box advanced queries based on your industry and/or research target.

Playbooks: Downloadable document with recommendations on diverse use cases.

Support articles: Documentation on a wide variety of use cases and functionality.

Recorded Future Community

A client-exclusive space for building tradecraft, collaborating on tools, and sharing intelligence and tips with other security professionals. Featuring a Q&A database to review existing questions and answers or ask your own question.

Support

Contact support@recordedfuture.com

24/7 Support Team

Assists with technical issues and portal configuration, and provides advice on best practices, workflows, or new use cases. Types of Support requests include:

- Integration support
- Report bugs
- Password reset
- License changes
- Questions about alerts