

# 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.

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## 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.

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## 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.

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## Support

Contact [support@recordedfuture.com](mailto: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