

Your Expert Partner for A Complete Digital Transformation Journey



## Comprehensive Digital Intelligence Services Designed to Meet Your Needs

Cellebrite Services provide innovative professional services to ensure customer success at every stage of the digital transformation journey – from inception, through implementation, and ongoing optimization.

Our customer-centric services approach gives law enforcement agencies and enterprises access to a global team of professional domain experts providing the knowledge, technical solutions, expertise, and bespoke solutions needed to accomplish their mission.

Cellebrite Services offers four premier service offerings:













## Empower Your Most Valuable Assets—Your People

Cellebrite has the largest and most experienced forensic instructor team with +140 active examiners and investigators from the public and private sectors, leveraging years of experience to assess operational needs and develop customized and tailored training plans and materials. We employ unique and varied learning experiences, designed to enhance the absorption and retention of your skills and knowledge. Our goal is to advise on leading DI practices for law enforcement agencies and enterprises to achieve their mission.

# Extensive Training & Certification Catalogue:

- Mobile forensics certification track
- Computer forensics certification track
- Investigative analytics certification track
- Enterprise solutions certification track

All versatile delivery formats to support customer needs: Instructor Led Classroom, Virtual Live-Online and Online On-Demand.

### Customized Training Solutions:

- Content development expanding to DI domain
- Qualification track per role
- Unique training aids
- Bite-sized learning tailored to customer needs and ecosystem
- Professional services
- Unique third-party partnerships

#### Advisory Services -Turning Insights into Actions:

- Strategic planning and consulting
- Mentoring and evaluation



## Solve Your Most Demanding Digital Intelligence Challenges

Cellebrite Advanced Services has 10 secured labs located across the globe. Our team of leading industry experts from the public and private sector can also be deployed on-site at an organization to become an extension of your investigative team by providing advanced lawful digital data access and collection services.

## Main Offering:



Industry-leading, on-site or remote Digital Intelligence lab services



Technical workshops on advanced data collection and usage



Deployment of Cellebrite solutions



Advanced cryptocurrency investigation techniques





## Architect Solutions That Will Create a Lasting Impact

Cellebrite Value Realization Services implement ad-hoc solutions to achieve maximum impact of your Cellebrite solutions. The team develops unique customizations, integrating your Cellebrite solutions with peripheral systems, improving productivity, and accelerating data analysis in your investigation process. Cellebrite Value Realization Services can optimize your investigative processes and information sharing.

#### Solution Integration & Automation:

- Integration with ecosystem
- Process automation
- Bespoke services, e.g. file transfer service, media reduction service
- API implementation workshop

#### Cellebrite Product Add-Ons:

- Designated reports
- Map services integration

#### Investigation Accelerators:

- Apps decoding
- Customized media "library"
- CDR reformatting

# TECHNICAL CUSTOMER SUPPORT

## We're Here to Support You

Global Support Teams, located across eight regional hubs, are available to rapidly diagnose any technical problems that you encounter.

This team of 40+ experienced forensic practitioners from the public and private sector provides support in 14 Languages across four communication channels: dedicated customer Portal (My Cellebrite), Mail, Live chat, and phone call.

#### Standard Global Support:

- Remote global service agreements
- Forums community presence
- Professional webinars

### **Enhanced Support:**

- Expedite severe cases
- Dedicated support engineers
- Customized webinars
- On-site health checks







#### About Cellebrite

Cellebrite is the global leader in partnering with public and private organizations to transform how they manage Digital Intelligence in investigations to accelerate justice and ensure data privacy. We aid organizations in mastering the complexities of legally sanctioned digital investigations with an award-winning software suite and services to unify investigative workflows and manage Digital Intelligence. Cellebrite works with industry leaders to help them protect the public and safeguard assets with efficiency and transparency. Trusted by thousands of leading agencies and companies in more than 150 countries, Cellebrite is helping customers fulfill the joint mission of protecting and saving lives.

Contact Cellebrite globally at <u>www.cellebrite.com/contact</u>



<sup>•</sup> To learn more visit us at <u>www.cellebrite.com</u>