

Cribl Cloud Administration Managed Services

The Cribl Cloud Administration Managed Service provides ongoing operational administration, platform support, and managed assistance for Cribl Cloud environments. The service ensures data routing, processing, and transformation capabilities remain stable, efficient, and well governed, while allowing organisations to adapt data flows and platform configurations within clearly defined operational boundaries.

Service Overview

Delivered by Cribl-certified specialists, the service provides business-as-usual administration, proactive oversight, and technical assurance for Cribl Cloud deployments. It enables customers to maintain control of their data operations without the overhead of retaining specialist in-house Cribl capability, while retaining access to controlled levels of platform change and optimisation support.

Platform Administration & Management

- Ongoing administration of Cribl Cloud environments
- Monitoring of platform availability, health, throughput, and processing performance
- Configuration management of platform settings to support existing capabilities and approved feature use
- Coordination and oversight of platform upgrades and updates
- Performance investigation and optimisation recommendations
- Monitoring of licence utilisation and platform capacity
- Liaison with Cribl vendor support, including case creation, tracking, and resolution

Data Management & Pipeline Support

- Monitoring of data feeds to ensure expected and continuous data flow
- Support for onboarding new data sources using existing architectures and approved patterns
- Configuration updates to existing data sources, destinations, and routing rules
- Management and modification of existing Cribl pipelines
- Troubleshooting of data processing, routing, and transformation issues
- Support for data transformation, enrichment, and filtering logic within agreed operational scope
- Assurance of data integrity, consistency, and reliability across data flows

Where activity exceeds routine operational change, work will be delivered under separate project or enablement services.

Integration & Platform Extension Support

- Support for integration of Cribl Cloud product portfolio with other platforms and tools within the customer environment
- Assistance with configuration and use of existing custom functions, connectors, or extensions
- Technical input and guidance to support approved integration requirements

Development of new custom integrations, functions, or plugins beyond routine operational change is delivered separately under published professional services.

User & Access Management

- Creation, modification, and removal of user accounts
- Administration of role-based access control (RBAC), roles, and permissions
- User access troubleshooting, including authentication and authorisation issues

Support, Incident & Change Management

- Platform-level incident investigation and technical troubleshooting
- Defined response and resolution targets aligned to incident severity
- Coordination of changes in accordance with customer change-management processes
- Proactive monitoring and alerting for platform and performance issues
- Clear escalation paths and service-desk integration

Documentation, Reporting & Assurance

- Maintenance of operational documentation and service records
- Regular service reporting covering platform health, incidents, and performance
- Service reviews with recommendations for optimisation and operational improvement
- Knowledge transfer and operational handover support where required

What the Service Delivers

- Stable and well-managed Cribl Cloud environments
- Reliable and efficient data routing and processing
- Controlled support for evolving data sources and pipelines
- Reduced operational risk and unplanned disruption
- Consistent application of security and access controls
- Ongoing access to specialist Cribl expertise within defined service boundaries

How the Service Is Used

This service is used by organisations operating Cribl Cloud that require ongoing administration, operational support, and controlled platform change, but do not wish to retain dedicated Cribl specialists internally. It is also used to supplement internal teams during periods of growth, platform evolution, or increased operational demand, while maintaining a clear separation between business-as-usual administration and project-based change.

Delivery & Commercial Model

- Delivered as an ongoing managed service
- Scalable based on platform size, data volumes, and operational demand
- Delivered by SFIA v8-aligned Cribl specialists
- Clear operational boundaries, responsibilities, and assumptions
- Routine activities delivered within agreed monthly service parameters
- Suitable for G-Cloud Lot 3 (Cloud Support) procurements

Relationship to Other Services

The Cribl Cloud Administration Managed Service complements Cribl Health Check & Assessment Services, Cribl Enablement Services, and Cribl Data Routing & Transformation Services. It also underpins wider Data, Cyber, and Observability offerings by providing a stable and well-governed operational foundation for ongoing data operations.