

## Points of Contact

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## Application Summary

### Enterprise Security Manager (ESM)

A comprehensive threat detection, analysis, and compliance management Security Information & Event Management (SIEM) solution.

### ArcSight Recon

An intelligent log management solution that eases compliance burdens and accelerates forensic investigation for security professionals.

### ArcSight Logger

A comprehensive log management solution for easier compliance, efficient log search, and secure cost-effective storage. An intuitive hunt and investigation solution that decreases security incidents.

### Security Open Data Platform

A future-ready data platform that transforms data chaos into security insight with over 480 out-of-the-box connectors and a high-speed Kafka message bus.

### ArcSight Intersect

User and entity behavioral analytics that augments existing security tools and empowers security operations teams to identify and respond to the threats that matter before data is stolen.

### ArcSight SOAR

A comprehensive Security Orchestration Automation Response platform with cognitive automation, investigation service desk, process orchestration and SOC analytics.

## Important References

**MicroFocus Support Portal** – Online support portal for submitting and working tickets

<https://softwaresupport.softwaregrp.com/>

**MicroFocus Support Chat** – Questions orders, CSN/SAID, downloads, support access, etc

<https://softwaresupport.softwaregrp.com/web/softwaresupport/chat-language-selection>

**Licensing and Software Download** – portal for license management and software download

<https://entitlement.mfgs.microfocus.com/>

**Documentation** – location for all product documentation

<https://www.microfocus.com/support-and-services/documentation/>

**Product Announcements** – subscribe to product release announcements

<https://community.microfocus.com/t5/ArcSight-Announcements/bd-p/ArcSight-Product-Announcements>

**MicroFocus Community Forum** – online user community with documentation, training videos, user forum

<https://community.microfocus.com/t5/ArcSight/ct-p/arcsight>

**ArcSight Marketplace** – online source for plug-ins and other integration tools

<https://marketplace.microfocus.com/arcsight>

**ArcSight Activate Wiki** – Quickly deploy and develop actionable use cases

<https://sec.microfocus.com/foswiki/bin/view/ArcSightActivate/WebHome>

**MicroFocus Security Operations YouTube** – YouTube channel with videos and demonstrations

[https://www.youtube.com/watch?v=TkOxfqz10Y0&list=PLIUdEXl83\\_XrC9MMZGjQ49Y7A9mjNwbIt](https://www.youtube.com/watch?v=TkOxfqz10Y0&list=PLIUdEXl83_XrC9MMZGjQ49Y7A9mjNwbIt)