voice

Influence Innovation and Expand Your Network with Rapid7 Voice

What Is It? Rapid7 Voice gives you—our customer—the power to influence innovation and network with the larger infosec and IT community. You'll get first-hand visibility and education about our product and service roadmap to get as involved as you'd like. Whether you're in IT or operations, a manager or a CISO, there's something for everyone.

What's In It For You? We view members of the Voice program as an extension of our team. You'll be able to get up-close and personal with product and engineering teams while expanding your network of industry peers, ultimately shaping our solutions to match your evolving needs.

There are a number of ways to get involved, including through the VoiceUp advocacy hub and individual Voice programs, described below.

THE VOICEUP ADVOCACY HUB

The best place to realize the benefits of Rapid7 Voice is through the VoiceUp Advocacy Hub. Through this online platform, you'll receive notifications for beta programs, product feedback sessions, and surveys on the user experience, among many other ways to get involved. The hub also provides excellent opportunities to network with other security and IT professionals.

Want to be rewarded for the support and guidance you give us? Joining VoiceUp allows you to earn rewards for engagement, from sharing a blog post with your network, to speaking on our behalf at an event, and much more. In the VoiceUp platform, we're confident you'll find something that fits your interests and schedule.

Our goal is to provide you:

- Points that you can put toward rewards
- Early access to the Rapid7 teams, beta programs, and company releases
- Peer networking opportunities through discussion boards, events, etc.
- Promotion of your personal brand through speaking engagements, podcasts, webcasts, or thought leadership blogs

VOICE PROGRAMS

Customer Reference Program

Whether you've taken some stumbles or are a seasoned pro, chances are there's someone else who could benefit from hearing your story. The Customer Reference Program provides a great opportunity to share your experience with others. When signing up for the program, you'll select whether you'd prefer to serve as a public reference or as a private reference.

As a public reference, you can participate in one or more of the following options:

- Written case study
- On-camera video testimonial
- Speaking opportunities
- Webcasts

As a private reference, you can share best practices related to your Rapid7 experience via independent phone calls with other, prospective customers. Conversations are not featured in a public forum unless explicitly permitted, and we ensure that call volume aligns with your requested level of commitment.

Product Engagement Program

Based on your interest and experience with Rapid7's solutions, the Product Engagement Program enables you to provide feedback and gain early access to new products and capabilities. Opportunities include:

- **Discovery calls:** After deployment, discuss your experience and evaluate entry into other programs.
- **Problem identification discussions:** Speak with our engineering and product management teams about conceptual problems and brainstorm solutions.
- **Design partnerships:** Prior to a major update, design partners work with our product management and user experience teams to solidify new features.
- **Beta trials:** Full access to a new product prior to its initial release.
- **UX feedback sessions:** This will be an interactive call or visit to observe and fully understand how you use security solutions in your environment.

Customer Mentorship Program

Want to share your knowledge and network with others in a one-on-one environment? The Customer Mentorship Program pairs experienced Rapid7 customers with new customers. You'll offer insights, share best practices, discuss industry trends, and act as a resource to other security professionals, whether they're just starting out with a new product or building out their security program. Frequency and method of communication will be established on a case-by-case basis.

"In education, we don't often have a large voice with big products. The Voice program allows us to have a direct channel to communicate with Rapid7 to express what we need in our environment.

—Brian Gray,
Carnegie Mellon University

How to Join

If you've made it this far, we already consider you an advocate. To make it official, head to **www.rapid7.com/about/rapid7-voice** to join the VoiceUp Advocacy Hub.

Want to know more? Contact your Customer Success Manager or email voice@rapid7.com with any questions.