

# Pilot Onboarding — First 7 Days

This document is your roadmap for the first 7 days of your 90-day PanGuard Pilot. It pairs with Email 1 (Welcome) and the live dashboard at [https://app.panguard.ai/w/{{workspace\\_slug}}/pilot](https://app.panguard.ai/w/{{workspace_slug}}/pilot).

If anything here is unclear, message Adam in the Slack Connect channel or email [adam@panguard.ai](mailto:adam@panguard.ai) directly.

## Day 0 (today)

**What you receive today:**

- This document (PDF on email + live at <https://panguard.ai/legal/onboarding>)
- Magic-link email to claim your workspace
- Slack Connect invitation (arrives within 24 hours)
- Invoice (Path B only) OR Stripe receipt (Path A)

**What you do today:**

1. Click the magic-link email to claim your workspace
2. Accept the Slack Connect invitation (when it arrives)
3. Read Section "Your 6 deliverables" below so you know what you're getting

## Day 1 — Pick your framework

**Decision required by Day 10 per SOW Section 7.3.** Earlier is better.

PanGuard's compliance evidence pack supports five regulatory frameworks. **Pick exactly one** for your Pilot — you can scope additional frameworks at Enterprise upgrade.

| Framework               | Best for  | Article 50 deadline                      |
|-------------------------|---|--|
| EU AI Act<br>2024/1689  | F500 with EU operations                         | Article 15: 2026-08-02                   |
| NIST AI RMF 1.0         | US-headquartered F500 + federal contractors     | Voluntary; de-facto reference            |
| ISO/IEC<br>42001:2023   | International multi-jurisdiction AI deployments | Voluntary; rising in EU + APAC           |
| OWASP Agentic<br>Top 10 | Engineering-led threat-model orgs               | Voluntary; rapidly becoming the standard |
| OWASP LLM Top 10        | LLM-application-only deployments                | Voluntary                                |

**Reply to Email 1 with your pick.**

## Day 2-5 — Kickoff call (45 minutes)

### Attendees:

- Customer side: tech lead (required) + GRC / compliance lead (optional but recommended)
- PanGuard side: Adam (founder)

### Agenda:

| Min   | Topic   |
|-------|---|
| 0-5   | Introductions + Pilot expectations recap                                      |
| 5-15  | Your target AI agent / RAG / chatbot deployment: architecture review          |
| 15-30 | Threat model for your specific deployment + which rule categories matter most |
| 30-40 | SIEM topology + which webhook target makes sense                              |
| 40-45 | Open questions + action items   |

### Pre-read for both sides:

- PanGuard reads your AI strategy doc (public or NDA-shared)
- You read <https://panguard.ai/legal/security> and <https://panguard.ai/evidence-pack>

**Output:** 1-page kickoff notes in the Slack Connect channel.

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## Day 3-10 — Environment access

**Per SOW Section 7.2, deadline is Day 10.** Earlier unblocks Section 2.1 (engine deployment) faster.

Provide ONE of:

- **VPC (AWS / GCP / Azure):** IAM role for PanGuard's deployment helper account, OR Terraform module Customer applies locally
- **On-prem:** SSH access OR VPN with kubectl access OR a shared deployment notes doc
- **Airgap:** physical media handoff OR encrypted offline rule-pack delivery (zip + GPG)

PanGuard does NOT require write access to your production traffic. Read-only or sandbox is fine.

**If you can't provide access by Day 10,** the deliverable timeline (Section 2.1) shifts by the delay period. Day-90 exit date does not shift.

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## Day 5-7 — SIEM target selection

**Deadline Day 30, but easier to lock now.**

Tell us which SIEM you want the webhook integration with:

| SIEM | Status | Format |
|------|--------|--------|
|------|--------|--------|

|                    |                              |                           |
|--------------------|------------------------------|---------------------------|
| Splunk             | ✅ Template available         | HEC JSON                  |
| Elastic            | ✅ Template available         | Bulk JSON                 |
| Datadog            | ✅ Template available         | Log Intake                |
| Microsoft Sentinel | ✅ Template available         | Data Collector API        |
| Sumo Logic         | ✅ Template available         | HTTP Source               |
| Chronicle          | ✅ Template available         | Unified Data Model        |
| Other              | Possible by mutual agreement | Negotiated per engagement |

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## Day 7 — 7-day refund right closes (Path A only)

This is the last day to exercise the no-questions refund right per <https://panguard.ai/legal/refund>.

If you're 100% in, ignore this. If anything feels off — onboarding tempo, security disclosures, the Slack channel — email [billing@panguard.ai](mailto:billing@panguard.ai) and you'll have a full refund within 5 business days.

This isn't a trick. The 7-day window exists exactly to give you space to audit our onboarding quality before commitment.

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## Your 6 deliverables (recap from SOW Section 2)

### Deliverable 1 — ATR engine deployment

PanGuard ships the `agent-threat-rules` engine (MIT licensed) into your environment. You can also clone it yourself from GitHub for free — Pilot adds: reference architecture diagram tailored to your env, deployment runbook tailored to your platform, smoke-test verification.

**Acceptance:** smoke test passes (engine boots, accepts events, returns findings on test payload).

**Target completion:** Day 14.

### Deliverable 2 — Custom rule pack

50-100 ATR rules picked for your specific deployment, with benchmark report.

**Acceptance:** tech lead acknowledges receipt of YAML pack + benchmark in writing. **Target**

**completion:** Day 21.

### Deliverable 3 — Sample compliance evidence pack

One full evidence pack mapped to your framework, with SHA-256 + HMAC integrity proofs. Brand-customised to your org.

**Acceptance:** delivered + you reproduce SHA-256 locally. **Target completion:** Day 35 (draft), Day 75 (final).

### Deliverable 4 — SIEM webhook integration template

Configuration + working end-to-end test.

**Acceptance:** test event visible in your SIEM within 60s of generation. **Target completion:** Day 30.

### **Deliverable 5 — Senior engineering office hours**

6 hours per week of founder time (78 hours total over 90 days). Tracked live in your workspace dashboard. Unused weekly time expires; pre-scheduled blocks preferred.

**Acceptance:** ≥80% of budget either used OR explicitly waived in writing.

### **Deliverable 6 — Day-90 exit packet**

Final technical note: findings summary, Enterprise scoping options, clean-exit instructions.

**Acceptance:** PDF delivered + working session held. **Target completion:** Day 86-90.

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## **What's NOT in the Pilot**

Per SOW Section 3 (Out of scope):

- Production deployment to multiple environments
- Multi-tenant rollout
- SLA commitments
- 24/7 on-call
- Rule development beyond the 50-100 trial pack
- SAML / SCIM
- Sovereign / airgap fully-managed deployment
- Migrator Pro (rule library conversion) — separately priced \$500K-2M

These all become available at Enterprise tier (Y1 \$250K+) or Sovereign tier (\$5-20M/nation).

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## **Communication channels**

| Channel  | Purpose  | Response SLA   |
|--|--|--|
| <b>Slack Connect</b>   | Day-to-day questions, status updates, screenshots              | Best-effort, typically <4 hours during Taipei business hours |
| <b>Email —</b><br><a href="mailto:adam@panguard.ai">adam@panguard.ai</a> | Formal communications, contract questions, scoping discussions | 1 business day   |
| <a href="mailto:security@panguard.ai">security@panguard.ai</a>           | Security incidents only  | 4 hours (24/7)   |
| <a href="mailto:billing@panguard.ai">billing@panguard.ai</a>             | Invoice / refund / payment questions                           | 1 business day   |
| <b>Phone / Signal</b>  | Escalations (provided in Slack Connect)                        | Best-effort  |

PanGuard operates in **Taipei time (GMT+8)**. Adam's standard hours: 09:00–20:00 weekdays, best-effort weekends.

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### Decision moments

| Day | Decision  |
|-----|---|
| 7   | Last day to exercise 7-day refund (Path A)                                  |
| 60  | Enterprise scoping window opens — reply "scope it" if upgrading             |
| 90  | Decision: Upgrade to Enterprise / Pilot extension / Clean exit              |
| 120 | Last day to apply \$25K Founding Customer credit to a signed Enterprise SOW |

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### Risks honest disclosure

PanGuard is a 63-day-old company. Honest disclosure of structural risks:

- 1. Bus factor = 1.** Adam is the sole engineer + founder today. CTO co-founder search is in flight with Day-30 signed-offer target. If Adam is unable to deliver for >5 business days due to incapacity, you can either accept a delivery extension OR exercise the 7-day refund (if within window) OR escalate per MSA Section 12.2.
- 2. No SOC 2 attestation yet.** Type 1 target 2026-10-01. Full roadmap: <https://panguard.ai/samples/soc2-roadmap/PanGuard-SOC2-Roadmap-2026.pdf>. Pilot fee is set partly in exchange for this gap; Enterprise tier (\$250K) executes alongside or after Type 1.
- 3. No cyber insurance yet.** Target bind 2026-06-30. If insurance evidence is required before binding date, please tell us — we may need to delay your engagement, OR you accept the gap as a Founding Customer.
- 4. Pre-Seed company.** No external funding closed. Operating from founder personal capital. Runway is 12+ months at current burn but Customers should know this is not a Series-A operation.

We disclose these because Founding Customers deserve the truth. Enterprise customers in 2027 won't see these disclosures because the gaps will be closed.

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### Contact

- **Day-to-day:** [adam@panguard.ai](mailto:adam@panguard.ai) · Slack Connect
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PanGuard AI, Inc. Delaware C-Corporation Founded 2026-05-12 · Adam Lin, Founder & CEO

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