



# Technical Account Manager

Your Endpoint Protector Technical Account Manager (TAM) is an expert resource, assigned to your account to ensure not only the successful roll-out, but also the continued performance of your Endpoint Protector deployment.

Acting as your single point of contact for product training, deployment guidance, problem avoidance and resolution, and new feature requests, your TAM is on-hand to support and enhance your security team's efficiency.

## WHAT YOUR TAM DOES FOR YOU

### Delivers Personalized Support:

It's your TAM's job to understand your organization's specific requirements. They are a single point of contact for your product needs, and will own your support cases to resolution; working to prioritize requests and providing regular status updates to your team. They will also act as your primary CoSoSys point of contact for any multi-vendor matters.

### Delivers Planning and Advice:

As a technical expert familiar with your unique environment, and existing security stack, your TAM is perfectly placed to help you plan the best technical deployment solution. They will schedule regular reviews and planning meetings with your team to cover deployment, testing, and configuration.

### Ensures Your Goals are Meet:

Your TAM provides a direct connection into CoSoSys, facilitating client-vendor communication and partnership. Your TAM is an advocate who works internally to ensure that your business needs are prioritized with our Product Management and Engineering teams.

## WHY DO YOU NEED A TAM?

TAMs are essential resources for:

Teams that need a permanently assigned product expert who will manage stakeholder communications and training to achieve a successful Endpoint Protector deployment.

Teams that have responsibility for a critical, multi-national, or global production environment, and need a product, industry, and people expert to join incident management calls and expedite analysis and resolution of support cases; including instances where multi-vendor investigation is required.

Teams that need to ensure security administrators are continually trained and kept up to date with the latest features; including training for new starters.

Teams that need an advocate to highlight new feature requests to the Endpoint Protector Product Management and Engineering teams.

## MAXIMIZE EFFICIENCY

Expert resource available for support case resolution, deployment guidance, and product training, to maximize the efficiency of your DLP deployment team.

## REDUCE INCIDENT IMPACT

Prioritized support case handling and faster resolution time for reduced incident impact.

## ACCELERATE DEPLOYMENT

Skilled product and account management guidance to avoid potential issues before they arise, for an expeditious Endpoint Protector deployment.

## ORGANIZATIONAL ALIGNMENT

Industry expertise and guidance help promote an effective execution of technology initiatives in line with your organizational goals.

## USER REMEDIATION

Maximized product benefit and stability by leveraging your TAM's experience to recognize improvement and growth opportunities.



## Technical Account Manager Responsibilities

- Hosting weekly technical review meetings and quarterly account reviews.
- Providing proactive support and assisting with complex and critical cases.
- Reviewing your environment for health and stability. If provided, using customer-provided devices to maintain remote access to your environment in order to reproduce support cases and test solutions.
- Ensuring your documented use cases are considered during in-house testing of new Endpoint Protector releases by the CoSoSys Quality Assurance team.
- Communicating proactively with your team regarding product information.
- Coordinating problem management activities and support escalations to ensure you meet your strategic milestones. Tracking your progress in Endpoint Protector projects; including beta and pre-release programs, and other strategic initiatives.
- Documenting interactions, providing proactive communication such as meeting summaries and status reports.
- Acting as a liaison between your security teams and the internal CoSoSys teams, including Technical Support, Hosted Services, Sales, Engineering, and Product teams.

## Summary of benefits

- Expert resources available for support case resolution, deployment guidance, and product training, to maximize the efficiency of your security team.
- Prioritized support case handling and faster resolution time for reduced incident impact.
- Skilled product and account management guidance to avoid potential issues before they arise, for an expeditious DLP deployment.
- Maximized product benefit and stability leveraging your TAMs experience to recognize improvement and growth opportunities.
- TAM guidance and industry expertise help promote effective execution of technology initiatives in line with your business goals.

## Technical Account Manager availability

Technical Account Managers are available primarily during business hours and are geographically aligned with your main business unit. Outside regular business hours, please refer to your Support & Maintenance contract for details.

Contact your Sales Account Manager for more information

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Endpoint Protector is an advanced DLP solution for real-time data protection. Recognized by security admins and analysts as offering the industry's most granular level of control and functionality, it's designed to meet your exact requirements for data loss prevention.