

TECHNICAL ACCOUNT MANAGEMENT

YOUR DAY-TO-DAY BEYONDTRUST SOLUTION ADVISOR



“The BeyondTrust folks are really partners--and that’s one of the reasons I enjoy working with them so much. From the sales team to the customer success team--everybody is actually engaged and cares about the mutual success of what we’re doing.”

CSO, MIAMI INTERNATIONAL HOLDINGS, INC.

Your BeyondTrust implementation is a critical part of your environment, and you need it running smoothly and configured according to best practices. BeyondTrust Technical Account Managers (TAMs) help ensure that you are receiving maximum value from your BeyondTrust investment.

BeyondTrust TAMs are technical resources who will partner with you to gain an in-depth knowledge of your BeyondTrust environment and business operations. Your BeyondTrust TAM will become your trusted advisor and advocate within BeyondTrust. Your BeyondTrust TAM is uniquely positioned to provide a proactive approach to the support and ongoing operation of your BeyondTrust investment.

Customer Profile

An engagement with a BeyondTrust Technical Account Manager is recommended for the following scenarios:

- Your BeyondTrust environment is an important component of your privileged access management, secure remote access/support, and/or vulnerability management strategy.
- Your IT staff doesn’t have the time to dedicate themselves to becoming BeyondTrust experts.
- Your BeyondTrust environment is complex, or integrated with external systems.
- Your organization would benefit from regularly scheduled meetings with a BeyondTrust expert.
- You want a single point of contact for escalations who will “own” your high priority issues until they are resolved.
- You want to ensure that your solution is running smoothly, optimally, and configured according to best practices.

For more information, contact your BeyondTrust sales manager or visit: beyondtrust.com/support

VALUE ADD SERVICES	STANDARD	ENTERPRISE	DESCRIPTION
Single Point of Contact	■	■	TAMs act as single point of contact for all technical items, enhancing existing support.
Support Incident Reviews	■	■	Spreadsheet of all open tickets and statuses, reviewed on a call. Frequency determined by level of service - monthly for Standard, weekly for Enterprise.
Enhancement Management	■	■	TAMs monitor feature requests and provide updates to customers as needed.
Escalation Management	■	■	Act as an escalation point for new and existing tickets, driving resolution internally.
Product Announcements	■	■	Provide notification of product updates and announcements.
Upgrade Coordination	■	■	Coordination of software upgrades to existing deployments. Product-specific, utilizing internal process to inform support teams of pending customer upgrade.
Environment Profile Setup & Management	■	■	Configuration of an environment profile for streamlined support.
Operational/Deployment Review Call	■	■	Touchpoint designed to ensure existing goals are being met, review overall user experience and answering product questions. Frequency is service level dependent - quarterly for Standard, monthly for Enterprise.
Customer Success Review	■	■	Ensures maximum value with BeyondTrust products by reviewing current use cases, identifying upcoming business goals and timelines, and providing recommendations on how to achieve these goals. If on-site is required, the health check would be combined with this.
Customer Success Plan		■	A tailored success plan, outlining key objectives and timelines for completion of business goals and use cases.
Upgrade Assistance		■	TAM would participate in upgrade during scheduled timeframe to ensure smooth upgrade, and ability to pull in additional resources as necessary. Product specific, including after-hours, must be pre-scheduled.
Case Management & Oversight		■	Enhancing existing support services by being more deeply involved in day-to-day operations.
Health Checks		■	Scheduled annually, recommended to combine Customer Success Review and Health Check during on-site visit.
On-site Visits		■	Scheduled annually, recommended to combine Customer Success Review and Health Check during on-site visit.

BeyondTrust is the worldwide leader in Privileged Access Management, offering the most seamless approach to preventing privilege-related breaches. Our extensible platform empowers organizations to easily scale privilege security as threats evolve across endpoint, server, cloud, DevOps, and network device environments. We are trusted by 20,000 customers.

beyondtrust.com