

# BeyondTrust Customer Success

## Achieving Maximum ROI from Your BeyondTrust Solutions



VISIBILITY. KNOWLEDGE. ACTION.

According to Gartner, privileged access management (PAM) and vulnerability management (VM) are the number one and number two programs respectively for security teams to tackle to reduce the maximum amount of cyber risk and drive the most organizational value.

However, for these PAM and VM programs to realize their full potential, IT leaders must ensure adequate investments in ongoing training, services, and support, while applying the right internal and external resources at every phase. The risks in getting it wrong? An incomplete program that ends up costing more in time and services to fix later than doing it right the first time.

### A Proven Framework for Customer Success

The BeyondTrust Customer Success team works hand-in-hand with trusted partners to deliver a cohesive experience to privileged access management and vulnerability management customers. From providing operational product support, to delivering expert services and ongoing care, BeyondTrust Customer Success delivers a proven, adaptable framework to maximize program ROI and reduce risk.



**DEPLOY:** Available in tiered packages to meet your architectural and business requirements, BeyondTrust Professional Services partners with customers on understanding business requirements, installation, configuration, and knowledge transfer. BeyondTrust Professional Services also works closely with trusted system integrator partners to deliver your deployment to full completion and to provide advisory services.



**EXTEND:** For organizations that require continued management of their PAM or VM implementation, BeyondTrust offers the Ongoing Implementation Manager (OIM) service. The OIM serves as a project coordinator and subject matter expert to help your technical team and trusted partner succeed in the timely implementation of your PAM and VM solutions by leveraging best practices and experience from hundreds of prior projects in every size and scope.



**SUPPORT:** BeyondTrust Technical Support provides 24x7x365 telephone support to all customers with a current support contract. Customers also receive future releases and upgrades of their licensed products free of charge. With a comprehensive Customer Portal housing documentation, a knowledge base, support ticket management, and more, investing in Technical Support ensures expert assurance to solve your problems, while providing access to the newest product features.



**ADVISE:** For customers that require dedicated management of support issues, BeyondTrust offers four levels of Technical Account Manager (TAM) services. TAMs serve as a day-to-day advisor and central points of contact between our sales, support, and professional services teams to help you meet BeyondTrust solution goals and ensure your success over the long-term.



**EDUCATE:** BeyondTrust University (BTU) courses are offered several times a year onsite or virtually (with instructor-led or self-paced options) and are taught by our most experienced engineers. These courses provide in-depth, hands-on details of product installation, configuration, operation, and troubleshooting. BTU helps keep your IT staff current with the tips, tricks, and technical details behind BeyondTrust solutions.



**OPTIMIZE:** To ensure that your company continues to get the most out of its PAM and/or VM solution, BeyondTrust offers Health Check & Expansion Readiness Packages. These workshops are designed to review environmental health and performance, offer recommendations, and maximize the value of your investment, highlighting business risks/gaps that should be addressed to meet current and future business demands.

"BeyondTrust is an excellent technology vendor / partner and is unlike any other company we have done business with. BeyondTrust listens to its customers, they don't just provide lip service, they actually act on conversations. We know we can count on them"

— Charles Schwab

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