

# Ongoing Implementation Manager

Your Extended Implementation Project Manager



VISIBILITY. KNOWLEDGE. ACTION.

The BeyondTrust® Customer Success organization is focused on delivering a consistently high level of service and support. For organizations that require continued management of their privileged access management (PAM) and vulnerability management (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 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.

## Ongoing Implementation Manager Levels – Which is Right for Me?

Understanding that every customer will have their own unique requirements, BeyondTrust has developed three tiers of OIM service:

- **Platinum Tier (Dedicated OIM):** A dedicated member of your team designed to assist and lead your project, including objective tracking, governance controls, and reporting.
- **Gold Tier (Shared OIM):** An active member of your team designed to assist and coordinate with your project manager(s) from initial deployment, to project completion, and into operational mode.
- **Silver Tier (Shared OIM):** A coordinator to your team designed to assist in completing project deployments and moving into operational mode.



*OIM is one step in BeyondTrust's comprehensive six-step framework for ensuring customer success.*

Ongoing Implementation Manager Responsibilities	Silver (shared)	Gold (shared)	Platinum (dedicated)
<b>Plan Maintenance:</b> Uses Gainsight to add/remove/modify calls-to-action, project success plans, and other deliverables.	✓	✓	✓
<b>Track Deliverables:</b> Actively tracks project success plans, objections, and actions against timelines.	✓	✓	✓
<b>Enhanced Availability:</b> Twice the availability for meetings and reporting cadence is increased to weekly.		✓	✓
<b>Case Coordination:</b> Manages implementation-related support cases opened and coordinates with your TAM (as applicable).		✓	✓
<b>Dedicated Manager:</b> Act as the customer's dedicated Implementation Manager, leading the customer team. Availability limits are removed; the OIM is dedicated to the one customer, applying all other OIM functions as well.			✓
<b>Reporting Cadence:</b> Report on project progress, risks, issues, milestones, and timeline.	Bi-monthly	Weekly	As-needed
<b>Best Practices:</b> Work directly with your Project Managers to ensure best practices are reviewed and path to application presented.	Documentation provided	Advise & construct	Advise, construct & apply
<b>Customer Commitment</b>	Fixed fee	Fixed fee	Annual fee
<b>Meeting Availability</b>	4 hours/month	8 hours/month	As-needed

A comprehensive cybersecurity program is a long-term investment that requires internal and external resources to be successful. BeyondTrust can help bridge gaps and offer best practices from deployment to ongoing program optimization.

For more information, contact your BeyondTrust sales manager or visit [www.beyondtrust.com/support](http://www.beyondtrust.com/support).

[beyondtrust.com](http://beyondtrust.com) | [info@beyondtrust.com](mailto:info@beyondtrust.com) | +1 480.405.9131 | [linkedin.com/company/beyondtrust.com](https://www.linkedin.com/company/beyondtrust.com) | [twitter.com/beyondtrust](https://twitter.com/beyondtrust)