

Cybereason Technical Account Manager

A DEDICATED RESOURCE TO HELP STREAMLINE OPERATIONS

SERVICE OVERVIEW

Cybereason's Technical Account Manager (TAM) service provides a single point of contact technical resource for Cybereason customers. Designed to help security teams streamline operations and provide management support for Cybereason products and services - a dedicated Cybereason TAM will help customers amplify their service experience through a deep understanding of the customer environment, management and reporting strategy.

* Shared or dedicated TAM resource is based on level of service purchased

** Frequency based on level of TAM Service

TECHNICAL ACCOUNT MANAGER SERVICES

SERVICES

Dedicated Assistance*

Training

Implementation

Optimization

Product Updates

Support Case Management

Advanced Services

Reporting

DELIVERED OUTCOMES

A trusted and dedicated resource for customer service needs.

Advanced training for customer UI, policy reviews, queries, feature updates, troubleshooting, investigation techniques, and attack evaluations

Implementation assistance and support for sensor deployment processes

Support for scheduled services upgrades and version deployment

Manage RFE submission and reporting in addition to roadmap sessions with TAM and/or Product Management Team

Manage support case activity on customer's behalf

TAM assistance with resizing customer back end in the event of an attack, in addition to continuous health checks and service reviews.

An understanding of support case metrics, sensor health, security evaluations, sensor deployment, and technical health check reporting.**

SERVICE TIERS

Services That Scale

TAM Service Offering		SAM	Standard	Premium	Elite	Dedicated
Dedicated Assistance	Dedicated Days (*Remote) delivered annually	2 DAYS	5 DAYS	7 DAYS	15 DAYS	DEDICATED
Training / Knowledge Transfer	User Interface	✓	✓	✓	✓	✓
	Policy	✓	✓	✓	✓	✓
	Investigation	✓	✓	✓	✓	✓
	Advanced Troubleshooting		*	✓	✓	✓
	New Feature Walkthrough		✓	✓	✓	✓
	Security Workshops	*	*	*	✓	✓
Implementation	Design & Architecture consulting (PIP customers only)		✓	✓	✓	✓
	Implementation Assistance		✓	✓	✓	✓
Optimization of environment	Support upgrade & migration		✓	✓	✓	✓
	Proactive optimization		✓ (QUARTERLY)	✓ (QUARTERLY)	✓ (MONTHLY)	✓
	Periodic Health Checks	✓ (QUARTERLY)	*	✓ (QUARTERLY)	✓ (MONTHLY)	✓
Product Updates	RFE Ownership				✓	✓
	Roadmap				✓	✓
Support Case Management	Support Case Activity Management	✓	✓	✓	✓	✓
Advanced Services	IR Product Assistance		*	*	✓	✓
Reporting	Reporting	QUARTERLY	MONTHLY	BI WEEKLY (MONTHLY AND QUARTERLY INCLUDED)	WEEKLY (INCLUDES BI WEEKLY, MONTHLY AND QUARTERLY)	WEEKLY (INCLUDES BI WEEKLY, MONTHLY AND QUARTERLY)

DELIVERED TAM OUTCOMES

A Trusted Security Expert

A dedicated security expert to help deploy, manage and maintain your organization's Cybereason products or services.

Streamlined Security Operations

Give your security team time back to focus on tasks and priorities that matter most.

Matured Security Posture

A TAM will help deploy, resize and install updates to EDR sensors, ensuring that your security tools are

BENEFITS

- A dedicated, single point of contact to manage escalations and support tickets
- Continuous support and guidance for sensor updates, service upgrades and environment tuning
- Detailed reporting for security health checks and deployment management

LEARN MORE

Visit www.cybereason.com/TAM

ABOUT CYBEREASON

Cybereason is the champion for today's cyber defenders with future-ready attack protection that extends from the endpoint to the enterprise to everywhere. The Cybereason Defense Platform combines the industry's top-rated detection and response (EDR and XDR), next-gen anti-virus (NGAV), and proactive threat hunting to deliver a context-rich analysis of every element of a malicious operation (Malop). The result: defenders can end cyber attacks from endpoints to everywhere.