

Tufin Proactive+

Operational Assurance at Enterprise Scale

The Tufin Platform is mission-critical for enterprise security operations: a unified control plane for security policy management, change automation, and continuous compliance. Thousands of organizations depend on the Tufin Platform to be stable, predictable, and continuously available.

Tufin Proactive+ is a purpose-built performance management service that delivers operational assurance for the Tufin Orchestration Suite. Powered by call-home telemetry and interpreted by Tufin experts, Proactive+ identifies issues before they escalate, providing clear guidance instead of raw metrics, so your team can focus on strategic security outcomes, not reactive firefighting.

Proactive+ Delivers Value Across Your Organization

For Security Operations Teams

Eliminate reactive firefighting. Issues are detected before they impact operations, with clear expert guidance instead of raw telemetry to sort through.

For IT and Platform Administrators

Maintain platform reliability at scale. Benefit from expert-assisted upgrades, quarterly reviews, and fast escalation paths with no monitoring infrastructure to build.

For Executive Stakeholders

Reduce operational risk and cost. Fewer incidents, faster resolution, and a stable platform that supports business continuity without added burden.

What You Get with Tufin Proactive+

- 1 Continuous Telemetry Monitoring**

Tufin automatically collects and evaluates telemetry from your Tufin Orchestration Suite, covering database health, CPU and memory metrics, Kubernetes status, backup execution, I/O performance, configuration changes, TOS status, and cluster performance. No dashboards to build, no alerts to configure, no data to interpret.
- 2 Expert Alert Interpretation & Escalation**

Telemetry signals are reviewed by Tufin experts, not left to your team to triage. Critical alerts are assessed within 24 calendar hours, with a proactive support ticket opened and a remote session coordinated when action is required. Non-critical alerts are tracked continuously and addressed within 3 business days.
- 3 Upgrade Management Assistance**

Upgrade with confidence. Tufin engineers review platform readiness via telemetry and pre-upgrade checks, guide sequencing and planning, provide hands-on remote assistance during the upgrade window, and validate stability post-upgrade, minimizing risk and ensuring a smooth, successful major version transition.
- 4 Quarterly Performance Reviews & Reports**

Receive structured health reports covering TOS stability, database performance, hardware behavior, HA status, device health, configuration sizing, and backup status. Scheduled quarterly reviews surface trends and optimization opportunities proactively, before they escalate into operational disruptions.
- 5 Premium Support Included**

Proactive+ includes Tufin Premium Support for customers upgrading from Standard Support, delivering premium SLAs, faster response times, and dedicated support resources. Customers already on Premium Support seamlessly continue their full entitlement as part of the Proactive+ offering.

Proactive+ vs. Tufin Support Tiers

	Standard Support	Premium Support	Proactive+
Telemetry Monitoring	-	-	✓
Expert Alert Review	-	-	✓
Critical Alert SLA	-	-	24 hrs
Upgrade Assistance	-	-	✓
Quarterly Reviews	-	-	✓
Premium Support SLAs	-	✓	✓
Remote Troubleshooting	✓	✓	✓

About Tufin

Tufin helps enterprises govern and secure connectivity across today's complex multi-vendor networks. As the leader in network security posture management, Tufin provides the trusted control layer organizations need to understand exposure, automate policy changes safely, and maintain continuous security posture across on-premises, cloud, SASE, microsegmentation, and hybrid environments. Built on customer-proven network automation playbooks and the industry's only Dynamic Network Connectivity Graph, Tufin is bringing Multi-Vendor Agentic Network Security to the enterprise - helping organizations move from visibility to governed, AI-driven action.