

Tufin Guided Success

A purpose-built adoption and customer success program.

Executive Summary

Buying a platform is only the first step. Real business value comes from sustained adoption and measurable outcomes. Tufin Guided Success is a purpose-built adoption and customer success program that starts during onboarding by pairing a designated Customer Success Manager with a use-case-driven adoption roadmap aligned with your business priorities to accelerate adoption, shorten time-to-value, and reduce operational risk. Available in two tiers, **Essentials** and **Premier**, Guided Success enables organizations to choose the level that best fits their goals, with the flexibility to expand as their needs evolve.

From Go-Live to Business Value

After onboarding, the focus naturally shifts from implementation to expanding business value. As priorities evolve, organizations maintain momentum through clear ownership, a prioritized adoption plan, and a consistent execution cadence. This enables teams to continuously expand adoption across additional high-value use cases and realize greater business value over time.

- Accelerate adoption across priority use cases
- Establish clear ownership for adoption success
- Maintain platform health and policy alignment over time
- Shift from reactive support to proactive success planning
- Demonstrate measurable value throughout the subscription lifecycle

The Guided Success Framework

Guided Success combines Tufin's expertise in network security policy management with strategic guidance, adoption planning, and execution support to help organizations turn deployment into measurable business outcomes. A designated CSM partners with your team to align platform capabilities with your business priorities. They help prioritize high-value use cases, coordinate the right resources, and ensure adoption continues to support your strategic objectives. Guided Success is built on three complementary pillars that create a repeatable framework for predictable adoption and measurable business outcomes.



Engagement establishes a designated CSM and a consistent success cadence, ensuring alignment, accountability, and continued momentum.



Adoption provides a prioritized use-case roadmap backed by the resources and expertise needed to turn plans into measurable outcomes.



Health keeps the platform current, resilient, and audit-ready, providing a strong foundation for continued adoption.

Choose Your Level: Essentials & Premier

Both tiers deliver the core of Guided Success: a designated CSM and a use-case-driven adoption roadmap backed by service credits. **Essentials** provides the foundation; **Premier** adds greater execution capacity (40% more service credits for adoption work), Proactive+ platform health monitoring, and premium support.

Capability	Essentials	Premier
Designated Customer Success Manager	✓	✓
Use-case-driven adoption roadmap	✓	✓
Annual service credits for adoption work	✓	40% more
Structured engagement cadence & business reviews	Every two weeks + Quarterly Business Reviews	Weekly + Executive QBRs
Proactive+ continuous platform monitoring	—	✓
Premium support	—	✓

Essentials and Premier: one program, two levels of engagement.

Business Outcomes

By combining designated ownership with a coordinated adoption plan, Guided Success turns your investment into measurable results: faster policy changes, continuous audit readiness, greater operational stability, and a team with deep knowledge of your environment and business priorities. The result is faster time-to-value, broader platform adoption, improved operational resilience, and an ongoing partnership focused on continuous business value.



Faster time-to-value



Broader adoption



Operational resilience



Audit readiness

Delivering measurable business outcomes throughout the adoption journey

How It Works

Your designated CSM develops an adoption plan aligned to your business priorities and coordinates the resources needed to execute it, reducing the need for separate scoping and associated delays. Progress is measured against agreed use-case milestones through regular success reviews.

With Guided Success, your team benefits from:

- A named CSM who owns adoption outcomes from day one
- A use-case roadmap with built-in execution capacity (credits)
- A consistent cadence with regular reviews and clear next steps
- Proactive monitoring and remediation planning with Premier

Getting Started

Qualifying subscriptions include Essentials, providing a Guided Success engagement from day one. Premier builds on Essentials with additional strategic guidance, Proactive+ platform management, premium support, and greater execution capacity for organizations with more complex environments. Talk to your Tufin account team to get started.

Why Guided Success

Guided Success combines strategic expertise, execution capacity, and an ongoing partnership to maximize the value of your Tufin investment. Through designated ownership, adoption planning, and Proactive+ platform management, it helps organizations achieve faster outcomes today while building a foundation for long-term success.

The Path to Value



Guided Success combines Tufin's product expertise with a structured adoption methodology to help organizations continuously realize value from their investment.