



Tufin Technical Account Manager (TAM)

Professional Services Brief

Staffed by seasoned professionals, the TAM program is designed to effectively and efficiently align your TOS implementation with your changing business needs, identify process improvements, and increase team effectiveness.

Account-Level Technical Guidance Maps Our Capabilities to Your Business Goals

The Technical Account Manager (TAM) is a professional services dedicated contact that will provide both comprehensive knowledge of the Tufin Orchestration Suite™ (TOS) and a detailed understanding of your complex network, operations, business environment, and people. The TAM is your strategic advisor to proactively identify and address your unique business demands, opportunities, and risks. Your TAM works with your organization on a consistent long-term basis as a forward-looking and strategic project manager. Your team benefits from weekly or monthly meetings to ensure continuous performance tuning, learn best practices, anticipate strategic adoption of upcoming features, and continually guide network security policy program maturity. The relationship with the TAM offers Tufin an account-wide view of your organization to forge strategic relationships helpful to meet complex challenges across multiple departments.

Organizations that Use the TAM Service

Long-term vision and the anticipation of change are requisite to maintain a robust network security policy both for today and into tomorrow. The TAM service strategically aligns to organizations that understand security is a journey to address immediate business requirements while anticipating and proactively incorporating product adoption to meet future challenges.

Globally and organizationally diverse companies with complex networks require a strategic asset to ensure a consistent balance between agility and security. As a strategic asset, your TAM serves as a single-point of contact to provide technical direction, assistance from a high-level view, and help to adopt automation while maturing your network security programs.

TAM Benefits

Your TAM is proficient in the architecture, design, and development of network security systems and the full feature set of the TOS. The TAM's initial focus is to understand your organization's business goals and structure, people, processes, and your TOS implementation. The ongoing partnership with the TAM provides your company with a(n):

- Strategic advisor that understands your business and technical environments as they relate to your TOS uses
- Primary point of contact for strategic and tactical advice on TOS
- Regular weekly status update and monthly service report
- Benchmark on your security maturity compared to similar organizations
- Personalized recommendation on upgrades
- Plan to track upgrades and use-case expansion
- Advocate for your requirements and business cases
- Best practices generated by thousands of Tufin customer experiences
- Automation guidance for comprehensive risk reduction
- Mentor that grows the skill level of your team
- Guide to navigate the Tufin corporate network across all functions

Your ongoing success is the metric of your TAM's success.

The TAM Service:

The TAM provides your company with:

Strategic Guidance

- Consistent and knowledgeable point of contact
- Reporting on your TOS-driven network security policy improvement projects
- Benchmarking of security maturity against similar organizations
- Timeliness of best practice adoption

Key Relationships

- Access to Tufin thought leadership to address complex challenges of the future
- Ongoing coordination of project management, engineering, and sales
- Active, knowledgeable presence in escalating support issues
- Representation of your needs in features and release schedules

Important Product Insight

- Customer visibility into Tufin technology optimizes implementation
- Experience-based advice distilled from thousands of customers
- Early access to roadmaps, products, and features
- Upgrades the skill level of your team



About Tufin

Tufin® is the leader in Network Security Policy Management, serving more than half of the top 50 companies in the Forbes Global 2000. Tufin simplifies management of some of the largest, most complex networks in the world, consisting of thousands of firewall and network devices and emerging hybrid cloud infrastructures. Enterprises select the award-winning Tufin Orchestration Suite™ to increase agility in the face of ever-changing business demands while maintaining a robust security posture. Tufin reduces the attack surface and meets the need for greater visibility into secure and reliable application connectivity. Its network security automation enables enterprises to implement changes in minutes with proactive risk analysis and continuous policy compliance. Tufin serves over 2,000 customers spanning all industries and geographies; its products and technologies are patent-protected in the U.S. and other countries. Find out more at www.tufin.com.

Technology Partners & Integrations



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PSB-03-18