



Tufin Designated Support Engineer (DSE)

Professional Services Brief

Your DSE guarantees that you take advantage of all that Tufin offers.

Amplified Expert Technical Support

When it comes to receiving outstanding technical support and education, nothing beats the human touch of an experienced Designated Support Engineer (DSE). This enhanced service option assigns a senior-level support professional to your account charged with one overarching mission: Fulfill your initial network security policy management needs while providing ongoing education of Tufin's more advanced benefits to continuously realize improvements in your network security operations.

Your DSE develops an in-depth knowledge of your specific environment, operations, and team. The DSE serves as the single, reliable point of contact whenever your team has a technical question, experiences an unexpected challenge, or needs guidance on how to use a unique Tufin feature within your environment.

Fastest Time to Resolution Saves Time, Energy, and Opportunity

Should you experience a challenge while using Tufin, our DSE can typically resolve your issue either on their own or working with your IT team. In the unlikely event that a solution is not immediately apparent, the DSE will expedite issue resolution by including additional Tufin expert resources, even directly escalating issues to engineering when necessary. From the first inquiry to the end resolution, your DSE has complete visibility and accountability of each issue.

As a trained member of your team, your DSE:

- Acts as a single and accessible point for all support inquiries
- Provides expert problem solving that is unique to your network
- Ensures rapid escalation of critical issues security controls

After your Tufin installation and configuration, your DSE:

- Guides the continuous improvement and optimization of your environment
- Provides personal and up-to-date information on leveraging newly-released features
- Acts as an immediate access point to all Tufin technical resources

Tufin Overview

Tufin® is the leader in Network Security Policy Orchestration for enterprise cybersecurity. Tufin enables organizations to centrally manage, visualize and control security policies across hybrid cloud and physical network environments.

The award-winning Tufin Orchestration Suite™ is a policy-centric solution for automatically analyzing risk, designing, provisioning and auditing network security changes. Tufin reduces the attack surface and minimizes disruptions to critical applications. Its network security automation enables enterprises to implement security changes in minutes instead of days with continuous compliance and increased agility.

Tufin serves over 2,000 enterprise customers in industries worldwide, including finance, telecom, energy and utilities, healthcare and pharmaceuticals, retail, education, government, manufacturing and transportation. Tufin's products and technologies are patent-protected in the U.S. and other countries.

DSE Benefits:

- Access a single, senior-level point of contact for technical support and assistance
- Reduce average time to resolution
- Leverage technical resources across the entire Tufin team
- Communicate company-relevant information about upcoming releases
- Problem-solve, optimize, and maintain ongoing improvement of your network
- Transfer Tufin expertise to your teams
- Maximize uptime and information security protection