

# Proofpoint Technical Account Manager Programs

## BENEFITS

- Strategic security industry perspective
- Insider access
- Premium Support resources

## FEATURES

- Guidance of an experienced TAM
- Regular account status meetings
- Priority technical support
- Close coordination with Professional Services and Training

With Proofpoint Technical Account Manager (TAM) programs, you can optimize, integrate and maintain your Proofpoint deployment. This helps you make the most of your security investment. You get deep technical expertise, real-world insight from our vast customer base, and the best threat intelligence in the business—focused on your unique environment and business needs.

## ENGAGE A TECHNICAL ACCOUNT MANAGER FOR:

- **Strategic security industry perspective.** We help you understand your threat landscape with insight, best practices and trends across our customer base.
- **Insider access.** Stay up-to-date with new product features and recent version releases. Draw upon our expertise to identify risk and work towards your ideal security posture. And take advantage of new features and capabilities quickly and smoothly.
- **Premium Support resources.** Get priority call handling, exclusive reporting, configuration reviews and recommendations for policy tuning.

## FEATURES

### Guidance from an Experienced Technical Account Manager (TAM)

Our TAMs are highly skilled and are backed by years of experience in information security, email messaging, social media and more. Here's what you can expect from your TAM:

- An understanding of your organization's unique security goals, business requirements, network configuration, and Proofpoint deployment.
- Proactively understand your environment and make recommendations to improve your security posture and system performance.
- Insight on industry trends, the security landscape, best practices, and product roadmaps affecting your business.
- Assistance with setting goals and success criteria for your Proofpoint deployment, and reports to track key metrics and progress.
- A technical advocate to manage and monitor interactions with our technical support team. Your TAM will proactively escalate issues and feature requests on your behalf.
- Collaboration at all levels within your organization.

## Regular Account Status Meetings

Your TAM works with you to coordinate regular account status meetings at a frequency and scope that works for you. A typical schedule may include:



- **Regular status calls.** Review ongoing tactical activities and assignments with technical staff who work with the system daily.
- **Monthly management calls.** Report and prioritize goals with the technical and management teams. Your TAM may also discuss relevant threats and trends.
- **Periodic executive-level business reviews.** Review services and activities we have provided in the previous period. Main points covered include:
  - Trend reporting and security threat landscape insight
  - Upcoming strategic goals, initiatives and success criteria

- Plans for long-term projects
- Upcoming product changes
- Best practice and risk review
- How to make the most of product updates and more fully leverage existing features
- Status and planned resolution of important cases, bugs and feature requests

## Priority Technical Support

As a customer with a Technical Account Manager, your calls receive priority handling by our top engineers. Fast-track case handling puts your technical support inquiry (whether online or by phone) at the front of the queue to resolve your issue faster.

DO YOU NEED PREMIUM PLUS?

				
<p style="font-size: small; color: white;">In your decision to move to a cloud-based service, are you looking for the vendor to provide ongoing administration of your policies?</p>	<p style="font-size: small; color: white;">Are you looking for your vendor to be consultative and provide guidance above and beyond standard best practices?</p>	<p style="font-size: small; color: white;">Does your internal staff need assistance from someone with deep messaging security expertise?</p>	<p style="font-size: small; color: white;">Do you need guidance implementing policies to comply with specific regulations such as FINRA, ITAR, international privacy laws (like GDPR) or other?</p>	<p style="font-size: small; color: white;">Are you looking for your TAM to provide a senior-level administrator skill set for your Proofpoint products to align with your own team?</p>

### HIGHER TECHNICAL ACCOUNT MANAGER ENGAGEMENT LEVELS—PREMIUM SUPPORT PLUS

#### Enhanced engagement with your TAM

If you need more personalized service, Technical Account Managers at the Premium Support Plus level provide hands-on consultation and expert guidance. You receive all the benefits of our Technical Account Manager plans with expanded access.

Here are some of the ways the Plus level can help you improve your security posture:

- Ongoing guidance to align your business use-cases to product functions. Your TAM helps identify pain points and security concerns for your implementation and helps you resolve them.
- Proactive configuration reviews to help identify under-used features, non-standard configurations and possible policy gaps. Our TAMs apply lessons learned from our customer base and ensure you stay ahead of the curve.
- Active participation in your larger operational improvement initiatives. Your TAM can help you define processes and procedures to respond to alerts for your security and operations teams. And we even help tune your configuration to distinguish between events that you should note and those you must act on right away.
- Help implementing new features as soon as they become available. We partner with you as your security operation matures. Beyond standard checks—such as "is mail flowing?" and "are systems healthy?"—your TAM can personally review policy decisions against best practices and recommend tuning and improvements.
- Help in creating communication policies and procedures for standard and emergency maintenance.
- Assistance with projects that intersect with your Proofpoint deployment. This may include planning for new business needs, capacity growth, feature integration, upgrades and migrations.

## LEARN MORE

For more information on the basic Premium Support or enhanced Premium Support Plus level of our Technical Account Manager programs, visit [proofpoint.com](http://proofpoint.com).

#### ABOUT PROOFPOINT

Proofpoint, Inc. (NASDAQ: PFPT) is a leading cybersecurity company that protects organizations' greatest assets and biggest risks: their people. With an integrated suite of cloud-based solutions, Proofpoint helps companies around the world stop targeted threats, safeguard their data, and make their users more resilient against cyber attacks. Leading organizations of all sizes, including more than half of the Fortune 1000, rely on Proofpoint for people-centric security and compliance solutions that mitigate their most critical risks across email, the cloud, social media, and the web. More information is available at [www.proofpoint.com](http://www.proofpoint.com).

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