proofpoint

DATA SHEET

Technical Account Manager

Fortify your defenses, optimize performance, and ensure long-term success with Proofpoint solutions



The Proofpoint Technical Account Manager (TAM) service is a key component of the Proofpoint Advisory Services portfolio. When you engage a Proofpoint TAM, you gain access to a dedicated technical resource and trusted advisor who will help you streamline your security operations and optimize your Proofpoint investment.

What We Do

- Understand your security goals, business priorities, and Proofpoint deployment
- Recommend ways to optimize your Proofpoint solutions and security posture
- Advocate for your needs through product escalations and feature requests
- Share relevant industry insights, best practices, and product updates
- Guide goal setting, success measurement, and progress tracking
- Review progress and keep key stakeholders informed

© Proofpoint, Inc 2026

Leverage guidance tailored to your objectives

Your TAM is your Proofpoint insider, helping you **bridge the gap between your needs and our platform's capabilities**. Proofpoint TAMs are solution experts who deliver strategic insights aligned to your environment and objectives. Through proactive guidance and ongoing engagement, they help you identify the most effective path to achieving your goals, maximizing the value of your Proofpoint solutions, and preparing for future needs.

With a Proofpoint TAM, you draw on our expertise as you work toward your ideal security posture. **This isn't a cookie-cutter services approach.** Your TAM will get to know your organization's security goals, business requirements, and Proofpoint environment to provide recommendations aligned to your priorities.

Your TAM serves as a trusted advisor, helping you **identify risks, align your Proofpoint solutions with best practices, and apply insights** from trends across our customer base. They'll also recognize knowledge gaps and work with your team to identify key opportunities to build skills, increase adoption, and empower your staff through continuous learning.

> Our TAM has quickly built a strong, collaborative relationship with our team and become a trusted resource. She is responsive, understands our business needs, and helps keep our stakeholders informed and aligned.

Security Platform Manager

Multinational auto manufacturer

Apply our recommendations to optimize your security posture

Our TAM team delivers technical expertise across three key Proofpoint solution areas: collaboration protection, data security, and digital communications governance.

Your TAM will leverage broad technical expertise and visibility across your environment to deliver proactive guidance and help you anticipate potential challenges before they impact your business. Recommendations are aligned to your organization's priorities and Proofpoint deployment, helping minimize downtime and optimize efficiency.

Your TAM also performs a quarterly health check to evaluate your Proofpoint environment against best practices, identify potential risks, and highlight opportunities to strengthen your defenses.

Ensure prioritized support

Your TAM provides a key advantage: internal advocacy. As power users of Proofpoint technology, they can often guide security teams to resolution of an issue without opening a support case. If a case is required, they facilitate escalations and coordinate with internal teams, ensuring your case receives priority handling by a support engineer trained to address your specific issue.

	TAM Basic	TAM Premium
Standard touchpoint cadence	Monthly virtual meetings	Weekly virtual meetings (or as needed)
Case reviews	Monthly	Weekly (or as needed)
Correspondence	Email only	Phone, video and/or email
Off-hour availability	Not included	TAM available during critical situations

Table 1. High-level comparison of each TAM engagement model.

© Proofpoint, Inc 2026



Stay informed, stay secure

Your TAM delivers proactive, strategic guidance on upcoming patches, upgrades, and portfolio enhancements, helping you anticipate change and plan with confidence.

Your TAM also coordinates regular touch points based on your service tier and schedule. Sessions may include:

- Best practice and risk review
- Security trends and threat landscape insights
- Recommendations for new capabilities and existing features
- Status of key support cases, bugs, and feature requests
- Progress toward strategic goals and success criteria
- Upcoming initiatives and product changes

Choose the engagement that fits your needs

The Proofpoint TAM Advisory Service is available in two tiers: Basic and Premium. The table on the previous page provides a high-level comparison of each engagement model.

To discuss the best fit for your organization, contact your Proofpoint account manager or email PremiumServices@proofpoint.com to schedule a meeting with a member of the Proofpoint Advisory Services team.

Learn More

For more information, visit **proofpoint.com**

proofpoint.

About Proofpoint, Inc. Proofpoint, Inc. is a global leader in human- and agent-centric cybersecurity, securing how people, data and AI agents connect across email, cloud and collaboration tools. Proofpoint is a trusted partner to over 80 of the Fortune 100, over 10,000 large enterprises, and millions of smaller organizations in stopping threats, preventing data loss, and building resilience across people and AI workflows. Proofpoint's collaboration and data security platform helps organizations of all sizes protect and empower their people while embracing AI securely and confidently. Learn more at www.proofpoint.com.

Connect with Proofpoint: LinkedIn

Proofpoint is a registered trademark or tradename of Proofpoint, Inc. in the U.S. and/or other countries. All other trademarks contained herein are the property of their respective owners.