

Delinea Technical Account Manager

At-A-Glance

IT has enough on its plate. Add to that a new PAM or identity security solution and it can be a struggle to maintain system health, keep up with the latest security threats, and liaise with the vendor for bug fix and enhancement requests. All while trying to respond quickly to the needs of the business. Delinea Technical Account Managers (TAMs) provide relief to help organizations stay on top of things.

Delinea TAMs are experienced professionals that bring their unrivaled product knowledge and proven skills to help streamline deployments and apply best practices to help set the strategic direction for solution optimization and growth.

Many Delinea customers leverage our TAMs to minimize credential-based cybersecurity risks and ensure ROI for their IT investment.



Communications

- TAMs are your designated technical point of contact for critical issues and escalation needs.
- Regularly scheduled remote sessions to discuss ongoing projects, business priorities, and maintain a high-level of engagement with Delinea.
- TAMs schedule quarterly reviews to understand changes in customer environment and business needs.



Project Initiatives

- TAM will align your IT business priorities.
- TAM will track new bugs, new product releases, and security vulnerabilities and will proactively notify customer of any changes that may impact its environments.
- TAM will serve as the customer advocate for promoting customer interest within Delinea Engineering and Product Management for future functionality and product roadmap items.
- TAM will address capability gaps.



Architecture Insight

- TAM will provide guidance for strategic planning in customer's PAM environment.
- Regular review sessions to validate plans, configurations, and designs centered around Delinea software and operations.
- TAM will provide and advocate Best Practices.
- TAM will provide guidance on environment performance improvements.



Support Case Resolution

- TAM will be the primary contact and work with Delinea Support to help resolve high priority P1 & P2 support cases, facilitating .
- TAM guidance will help to mitigate the need to open Support cases.



Best Practices Assessment

- Your TAM will conduct a thorough review of your environment and provide performance optimization feedback, including recommended configuration changes, upgrades, and environmental expansions.



Environment Documentation

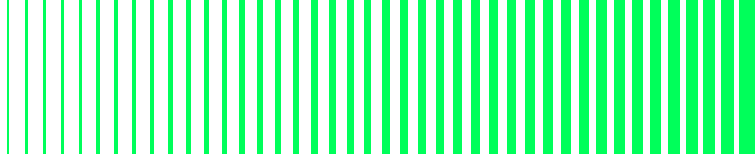
- Your TAM will ensure that environment details are clearly documented and available to our entire Support team. This minimizes the need for repeated information gathering and speeds up the support process for all your users.



Product Roadmap

- TAM will present demonstrations on new and upcoming product features and functionalities.
- TAM will conduct product roadmap presentations or coordinate custom presentations with Delinea Product Management.
- TAM will provide insider information into Delinea.





Key Outcomes

- TAMs ensure your business and technical needs are understood throughout Delinea.
- TAMs assist you to maximize and accelerate solution adoption and value realization.
- TAMs prevent issues and resolve challenges faster.
- TAMs allow you to leverage new capabilities quickly.
- TAMs optimize your Delinea solutions.
- TAMs create closer connection to Delinea thought leadership and peers.

Customer Experience Service Offerings

	CSM	TAM	Premium+
Resourcing	Customer Success Manager	Technical Account Manager	Technical Account Manager Designated Support Engineer
Account Assignment	Business case criteria	Strategic/Enterprise customers Limited to ~5 customers per TAM	Limited to ~5 customers per TAM/DSE
Meeting Cadence	Monthly or Quarterly	Weekly or as needed	<ul style="list-style-type: none"> • TAM – weekly or as needed • DSE – case-by-case
Strategic Role	Voice of the Customer	<ul style="list-style-type: none"> • Voice of the Customer • Deep Technical Expertise • Product Subject Matter Expert • Strategic Planning for Deployment 	<ul style="list-style-type: none"> • Voice of the Customer • Deep Technical Expertise • Product Subject Matter Expert • Strategic Planning for Deployment • Rapid Support Case Resolution
Support Cases	<ul style="list-style-type: none"> • Review Support cases • Review trending information • Escalate cases as needed 	<ul style="list-style-type: none"> • Review Support cases • Review trending information • Point of contact for Support escalations • Provide direction and possible resolution • Help to minimize the need for opening Support cases 	<ul style="list-style-type: none"> • DSE owns Support cases • TAM Reviews Support cases • TAM Reviews trending information • Point of contact for Support escalations • Provide direction and possible resolution • TAM minimizes need for opening Support cases
Product Updates	<ul style="list-style-type: none"> • Notify of upcoming releases, release dates • Provide a list of known issues for that version (automated) 	<ul style="list-style-type: none"> • Notify and discuss upcoming product release dates • Discuss known issues for that version and potential impact 	<ul style="list-style-type: none"> • TAM will notify and discuss upcoming product release dates • TAM will discuss known issues for that version and potential impact
Product Configuration		<ul style="list-style-type: none"> • Advocate Best Practices • Review Customer Use Cases • Configuration and Design recommendations 	<ul style="list-style-type: none"> • Advocate Best Practices • Review Customer Use Cases • Configuration and Design recommendations
Feature Requests	Work with Product Management to track FR's	Work with Product Management to track FR's	Work with Product Management to track FR's
Training		Demo product features as requested	Demo product features as requested



Delinea

Delinea is a pioneer in securing identities through centralized authorization, making organizations more secure by seamlessly governing their interactions across the modern enterprise. Delinea allows organizations to apply context and intelligence throughout the identity lifecycle across cloud and traditional infrastructure, data, and SaaS applications to eliminate identity-related threats. With intelligent authorization, Delinea provides the only platform that enables you to discover all identities, assign appropriate access levels, detect irregularities, and immediately respond to identity threats in real-time. Delinea accelerates your teams' adoption by deploying in weeks, not months, and makes them more productive by requiring 90% fewer resources to manage than the nearest competitor. With a guaranteed 99.99% uptime, the Delinea Platform is the most reliable identity security solution available. Learn more about Delinea on [LinkedIn](#), [Twitter](#), and [YouTube](#).