Proofpoint Technical Account Manager Program

Make the most of your security investment with deep technical expertise and real-world insight from our customer base

Key Benefits

- Strategic security industry perspective
- Insider access
- Premium Support resources
- Guidance from an experienced Technical Account Manager
- Regular account status meetings
- Priority technical support
- Close coordination with Professional Services and Training

With Proofpoint Technical Account Manager 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. All of this is focused on your unique environment and business needs.

Technical Account Manager

Engage a Proofpoint 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 toward your ideal security posture. And take advantage of new features and capabilities quickly and smoothly.

Features

Expert guidance from experienced managers

Our Technical Account Managers are highly skilled. And they are backed by years of experience in information security, email messaging, social media and more.

Here is what you can expect from your Technical Account Manager:

- To demonstrate an understanding of your organization's unique security goals, business requirements, network configuration and Proofpoint deployment
- To take a proactive effort to understand your environment and provide you with recommendations that will improve your security posture and system performance
- To have broad and deep insight on industry trends, the security landscape, best practices and product road maps that affect your business
- To assist with setting goals and success criteria for your Proofpoint deployment, and to track and report on key metrics and progress
- To be 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
- To collaborate at all levels within your organization

Regular account status meetings

Your Technical Account Manager 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

Your calls receive priority handling by a support engineer who is trained to handle your specific inquiry. Fast-track case handling puts your technical support inquiry at the front of the queue to resolve your issue faster. You can inquire online or by phone. Our Technical Account Manager has a direct escalation path to support, engineering and product management resources.

LEARN MORE

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

ABOUT PROOFPOINT

Proofpoint, Inc. is a leading cybersecurity and compliance 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 75 percent of the Fortune 100, 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**.

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