

Netskope Technical Account Management

Data Sheet



Accelerate value realization with Netskope

Drive technical adoption and operationalization throughout your SSE and Zero Trust journey with Netskope's Technical Account Managers (TAM) or Virtual Technical Account Managers (VTAM).

Why is Netskope the best choice?

Netskope selects TAMs or VTAMs based on your industry, security profile, and organization's requirements. Netskope's TAMs enable you to extract the most value out of your investment in the solution, and deliver contextual recommendations. They maintain a holistic view of your technical requirements aligned to your business objectives.

Throughout your engagement with a TAM or a VTAM, there will be weekly review meetings to ensure progress is on-track and to assist in removing roadblocks to your technical success.

Technical Account Managers (TAM)

TAMs are regionally-located senior-level Netskope and cybersecurity experts uniquely positioned to elevate your organization's Netskope solution through proactive technical advisement, annual health checks, and escalation management.

Typical TAM Activities

- Up to 8 hours of engagement per week to drive success plan execution, including 1 weekly status meeting
- Advise on policy creation, tuning, and operationalization. Proactively identify areas of further value or service
- Partnership with your Customer Success Manager—faster execution of your personalized success plan. Alignment with Netskope Support during an escalation.
- Annual Health Checkups: Technical assessment of your Netskope tenant covering areas such as policies, feature flags, and settings

Virtual Technical Account Managers (VTAM)

VTAMs are centrally-located Netskope and cybersecurity experts uniquely positioned to elevate your organization's Netskope solution through proactive technical advisement.

Typical VTAM Activities

- Up to 4 hours of engagement per week to drive success plan execution, including 1 weekly status meeting
- Advise on policy creation, tuning, and operationalization. Proactively identify areas of further value or service
- Partnership with your Customer Success Manager—faster execution of your personalized Success Plan

Key Benefits and Capabilities

Technical Advisor across the Netskope solutions landscape

Recommend best practices to accelerate technical adoption on your SSE and Zero-Trust journey utilizing Netskope's solutions.

Curated understanding of your business needs

Designated resource for continuity in understanding your business objectives. Provide proactive guidance and leadership based on your priorities and requirements

Faster time to value

Plan and progress toward the realization of your vision.

Embedded Partnership

Partnership with your Customer Success Manager—faster execution of your personalized Success Plan

“Our TAM is, without a doubt, a high point in our experience with Netskope.”

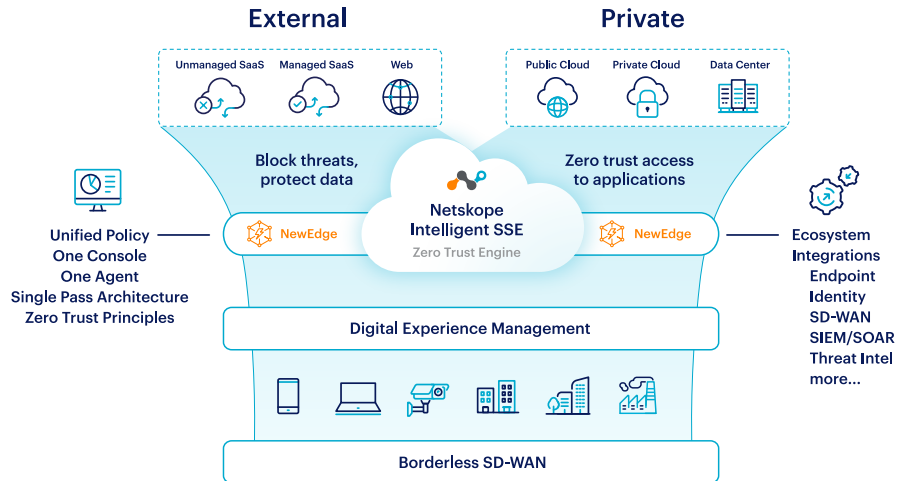
“Our (Technical) Account Manager is brilliant and always happy to help, any case escalations have always been taken seriously.”

“Our relationship with Netskope is excellent, we have a great partnership and support from the Sales and TAM teams.”

“Our Technical Account Manager at Netskope is awesome.”

The Netskope Difference

Netskope helps you reduce risk, accelerate performance, and provide unrivaled visibility into any cloud, web, and private application activity. To empower safe collaboration, Netskope reliably balances trust against risk with granular controls that adapt to changes in your environment. The Netskope platform protects against advanced and cloud-enabled threats and safeguards data across all vectors (any cloud, any app, any user). A single-pass architecture delivers a fast user experience and simplified operations.



FEATURE	CAPABILITY
Cloud Security Expertise	Cloud security best practices, operational recommendations and risk mitigation from a highly skilled advisor. By partnering closely with your team, guidance is relevant and timely.
Product Expertise	In-depth product knowledge and experience working on the Netskope platform. Policy recommendations and best-practice advisement
Customer Advocacy	Your voice within Netskope, with access to people, documentation and systems.
Analytics and Business Reviews	Contextual analysis of tenant activities, product issues, support cases and opportunities each quarter.
Value Realization	Customized security roadmapping to set your team up for success and path to return on your cloud security investment.



Netskope, a global SASE leader, helps organizations apply zero trust principles and AI/ML innovations to protect data and defend against cyber threats. The Netskope platform provides optimized access and real-time security for people, devices, and data anywhere they go. Learn how Netskope helps customers be ready for anything on their SASE journey, visit [netskope.com](https://www.netskope.com).