



Enhanced Customer Support and Engagement

Netskope extends its customer services offerings to blend deep, customer-specific knowledge with best practices and troubleshooting expertise. Premium Plus complements Netskope Basic and Premium services offerings—providing various degrees of service and support based on customer needs.

Why Choose Netskope?

Netskope Premium Plus combines a proactive, strategic Technical Account Manager (TAM) with a highly technical Focused Support Engineer (FSE). The TAM works to maximize investment value, with Value Realization workshops to strengthen the ongoing partnership. The Netskope FSE provides faster response times on support tickets, so your team stays focused on adoption and operationalization.

Technical Account Manager (TAM)

- Eight hours per week
- Dedicated partner for your team
- Proactive, strategic account management to speed time to value
- Netskope cloud security road map planning

Focused Support Engineer (FSE)

- Premium Plus Support SLAs
- Continuity in Support personnel for all troubleshooting
- Weekly Support reporting
- Quarterly ticket scorecard

Key Benefits and Capabilities

Dedicated, embedded technical account management

TAMs work with customers to plan an adoption road map, based on our Value Realization Plan.

Accelerated response with proactive planning

Your Focused Support Engineer will stay up to speed on the details of tickets, working with your team to expedite troubleshooting and resolution. In parallel, the TAM concentrates on improvements and advancements in the Netskope platform.

Enabling faster time to value

Your Netskope TAM will collaborate with your team to accelerate adoption across your organization. TAMs work with the Support and Professional Services teams on your behalf to move toward complete activation and adoption.

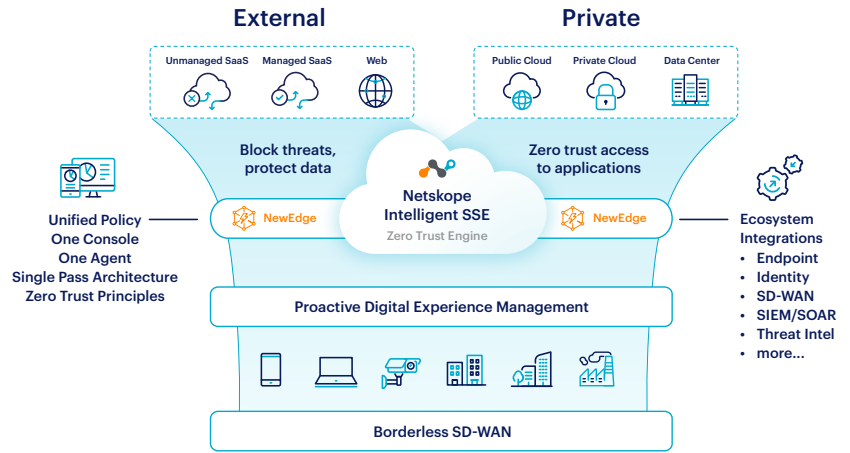
Netskope seamlessly works for you

Our highly engaged approach increases the depth of integrations and decreases the time to realize value. With optimized Support and Technical Account Management, Netskope works to protect your enterprise effectively, seamlessly, and continuously.

Netskope Premium Plus delivers expertise to your team at the right time, with the right skills.

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.



SERVICES	PREMIUM SUPPORT	NETSKOPE PREMIUM PLUS
24/7/365 global support	✓	✓
Notification Changes, maintenance, upgrades, etc.	✓	✓
Knowledge Hub access	✓	✓
Phone support	24/7/365	24/7/365
Service-level agreement	Premium Support SLA	Premium Plus Support SLA
Root cause analysis reporting	✓	✓
Troubleshooting	✓	✓
Focused Support Engineer	x	✓
Weekly support updates or more frequently, if needed	x	✓
Continuity in personnel	x	✓
Solve complex issues faster	x	✓
Quarterly ticket scorecard	x	✓
Specific environment knowledge	x	✓
Technical Account Manager	x	✓
Quarterly business reviews	x	✓
Value Realization workshops	x	✓
Proactive, timely activities	x	✓
Upgrade and integration assistance	x	✓
Embedded partner	x	✓
Cloud security expertise and industry trend insights	x	✓
Strategic planning	x	✓



Interested in learning more?

Request a demo

Netskope, a global SASE leader, helps organizations apply zero trust principles and AI/ML innovations to protect data and defend against cyber threats. Thousands of customers trust Netskope and its powerful NewEdge network to address evolving threats, new risks, technology shifts, organizational and network changes, and new regulatory requirements. Learn how Netskope helps customers be ready for anything on their SASE journey, visit [netskope.com](https://www.netskope.com).