Netskope Technical Account Management

Accelerate value realization with Netskope

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

Why is Netskope the best choice?

Netskope selects TAMs 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, 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 senior-level Netskope and cybersecurity experts uniquely positioned to elevate your organization's Netskope solution through proactive technical advice.

Typical TAM Activities

- **Periodic Strategic Engagements** – Host scheduled cadence calls to review adoption progress, address challenges, and align on priorities and goals.

- **Technical Advisory** – Provide expert guidance, addressing technical queries with personalized, comprehensive support tailored to customers' unique needs.

- **Policy Optimization & Best Practices** – Advise on policy creation, tuning, and operationalization to maximize security, performance and user experience.

- **Proactive Risk & Compliance Management** – Help customers identify and mitigate risks by leveraging Netskope reporting and analytics.

- **Customer Partnership & Product Alignment** – Offer guidance and insight into product roadmaps, ensuring alignment with customer business needs and objectives.

- **Incident Response & Escalation Support** – Assist with critical incidents as a single point of contact, ensuring swift resolution through deep customer knowledge and collaboration with Netskope Support.

- **Technical Enablement & Training** – Deliver enablement workshops and deep-dive technical sessions to drive adoption and knowledge transfer.

- **Annual Health Checks & Optimization Reviews** – Conduct regular assessments to ensure continued alignment with best practices.

- **Release & Feature Reviews** – Provide insights on newly released features and best practices for adoption to maximize their value.

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 always willing to go above and beyond in his efforts to ensure that we are getting the most out of Netskope."

"Our TAM has been a critical part of our decision to expand our Netskope footprint."

"He has been the best TAM I've had, across all vendors."

"His proactive approach and attention to detail have made a significant impact in ensuring smooth operations."

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The Netskope Difference

Netskope One is a modern, converged platform delivering security, network, and analytics services. Through its patented Zero Trust Engine, AI innovation, and NewEdge, one of the industry's largest and most performant private security clouds, we make it easy for our customers to defend their business and data from threats while delivering a phenomenal end-user experience.
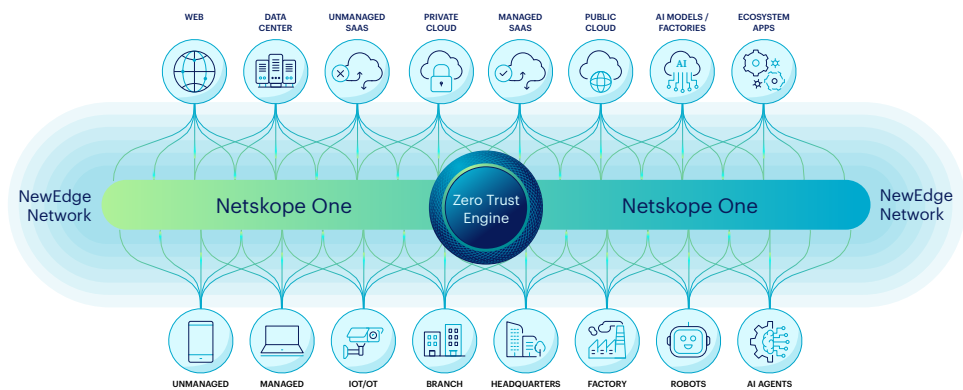
FEATURE	CAPABILITY
Cloud Security Expertise	Cloud security best practices, operational recommendations and risk mitigation from a highly skilled advisor. By partnering closely with your team, guidance is relevant and timely.
Product Expertise	In-depth product knowledge and experience working on the Netskope 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.