

# Netskope Global Technical Success

Data Sheet



## Powering global adoption at scale

Netskope Global Technical Success ensures you fully realize the value of your Netskope investment. By powering global adoption at scale, we deliver best practices, expert guidance, and targeted enablement so your organization can thrive.

## Why Choose Netskope?

Netskope Global Technical Success stands out by uniting expert-led guidance, strategic best practices, and industry-leading enablement. Our dedicated specialists help you unlock the full value of Netskope products, accelerating secure adoption while ensuring optimal configurations. Through tailored resources, insightful reviews, and continuous collaboration, we empower your teams to thrive in the cloud era.

### Key Benefits:

#### Expert Guidance, Streamlined Adoption, and Ongoing Innovation

- **Personalized recommendations ensure maximum ROI, accelerating secure adoption and driving continuous value throughout your Netskope journey.**
- **Targeted resources and enablement empower teams to adopt features quickly and securely, reducing operational overhead.**
- **Regular environment reviews and best-practice insights optimize configurations, fostering greater efficacy and long-term success.**
- **Dedicated experts collaborate to streamline adoption, ensuring your organization evolves confidently with each Netskope update.**

## Key Benefits and Capabilities

### Proactive Guidance and Strategic Insight

Receive expert advice to navigate challenges, mitigate risks, and maximize ROI with proactive planning for swift issue resolution.

### Holistic Approach to Adoption

Enhance user adoption and increase value by identifying gaps, optimizing usage, and continuously improving your overall security posture.

### Tailored Roadmaps and Best Practices

Leverage best practices and proven methodologies tailored to business needs, enabling effective rollouts and consistent operational excellence.

### Dedicated Advocacy and Partnering

Receive dedicated engagement focused on your objectives, ensuring alignment toward on-target outcomes and measurable success.

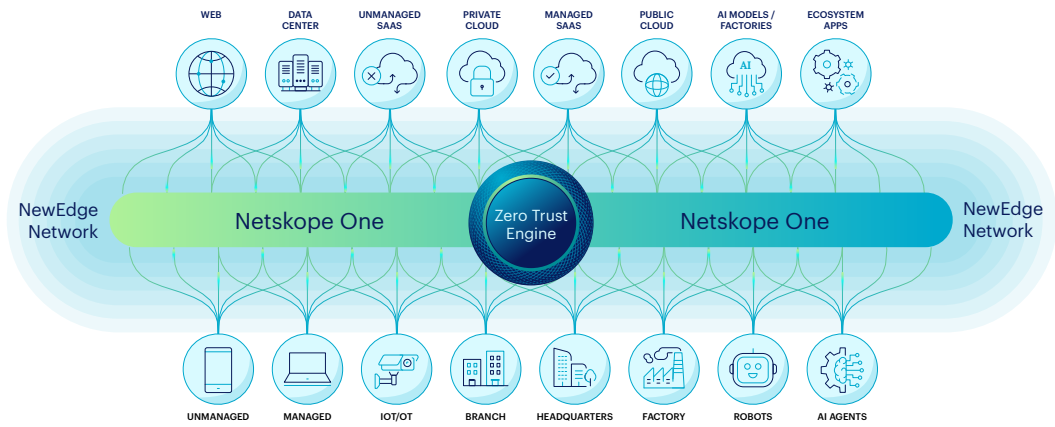
### Global Collaboration and Knowledge Sharing

Collaborate with a globally dispersed team, offering coverage across time zones for timely guidance and advanced security strategies.

“Excellent service. The person who helped us was very friendly and explained every step and question we had in detail. Thank you.”

## 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.



## Global Technical Success Service Level Agreements

TSM SERVICE	SERVICE LEVEL
Email Engagement (8×5)	Included
Zoom Engagement (8×5)	Offered on Demand (Capacity Constraints May Apply)
Case Acknowledgment	Within 24 hours
Initial Detailed Response (after acknowledgment)	Within 24 hours
Progress Updates	Every other business day

**Note:** These service levels reflect typical engagements for TSM consulting and advisement. “Within 24 hours” refers to one business day in the TSM region. Actual delivery may vary due to factors such as ticket complexity and scheduling constraints.

“Best experiences I’ve had. In this particular case, the TSM not only answered my question in a timely manner but additionally made me aware of a feature that I needed.”

“Truly excellent service, spent the time to understand my issues and provide the best solution for my use cases.”



Interested in learning more?

Request a demo

Netskope, a leader in modern security and networking, addresses the needs of both security and networking teams by providing optimized access and real-time, context-based security for people, devices, and data anywhere they go. Thousands of customers, including more than 30 of the Fortune 100, trust the Netskope One platform, its Zero Trust Engine, and its powerful NewEdge network to reduce risk and gain full visibility and control over cloud, AI, SaaS, web, and private applications—providing security and accelerating performance without trade-offs. [Learn more at \*\*netkope.com\*\*.](#)

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