

## PROFESSIONAL SERVICES

# Technical Account Manager

Partnering with Illumio®, you have taken the first step in investing in technology that will transform your security posture. The next step is to maximize your investment by engaging with an Illumio Technical Account Manager (TAM) to help accelerate the successful adoption of our solutions.

A full-time TAM is dedicated to your company's need. Your TAM maintains an in-depth understanding of your environment and is your primary technical contact. As an Illumio employee, your TAM has unique access to our support, product management, and engineering team members.

## Key Benefits

- Provides a fast path into additional Illumio technical resources and SMEs.
- Provides technical guidance and assistance in deploying Illumio solutions and helps you reap their benefits throughout your organization.
- Regularly reviews your company's open support requests.
- Optimizes communications between your company and Illumio to quickly diagnose and resolve issues.
- Understands your business needs and escalates support requests accordingly.
- Minimizes downtime and frequency of updates by identifying the benefits, potential side effects, and level of urgency for each Illumio product release.
- Researches, documents, and prioritizes requests for Illumio product enhancements, presents those to our Product Management team, and advocates on your behalf.