



ENTRUST

Entrust Technical Account Management Service

Service overview

Entrust Technical Account Management (TAM) Service provides an Entrust professional services team member for the pre-production, deployment, and operational phases of Entrust solutions on an enterprise scale. Customers with TAM services realize the optimal value of Entrust solutions year by year through structured systematic deployment, operational lifecycle management, and reduction of business risks. Your technical account manager will establish organizational security and operational KPIs with your IT executive team, conduct quarterly reviews mapped to those goals, and recommend a strategic roadmap using Entrust's CloudControl.

Delivery approach

We employ a delivery approach that is informed by years of experience installing, configuring, and deploying Entrust solutions. This includes design validation, configuration optimization and knowledge transfer of operational best practices across the Entrust solution suite. The dedicated Entrust TAM Service is delivered during normal business hours, for up to five days/week, over a period of 12-36 months.

BENEFITS

- **Your business, our priority:** Entrust TAM will champion your business needs within Entrust across technical, management, and executive staff
- **Solution lifecycle management:** Entrust TAM helps accelerate adoption, optimize operations, ensure delivery of maximum value over time, and plan strategically for next-generation solutions
- **Mitigation of potential issues:** Entrust TAM will drive the action plan to remove project roadblocks and work seamlessly with product support on your behalf
- **Knowledge transfer on functionality and troubleshooting:** Entrust TAM will continuously educate your staff on operational best practices

DETAILS

- SKU: HT-PS-TAM-1
- Description: Designated Entrust technical account manager
- Timeframe: 12-36 months
- Pricing: Contact your Entrust sales rep



Technical Account Management Service

Scope

This service will help your organization maximize its investment in Entrust through:

- Customized delivery focused on organizational KPIs
- Priority consideration for feature requests
- Project management for pre-production, operational, expansion, and upgrade phases
- Periodic, hands-on technical “tune-up” of select Entrust production systems
- Coordination of professional services, education, and support delivery
- Analyzing security processes & log data for management reporting
- Technical webinars, strategic roadmap, and quarterly executive reviews

The scope description is based on a full-time, dedicated technical account manager. Deliverable scope will be adjusted for TAM services for fewer than five days per week.

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Learn more at
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