



ENTRUST



Entrust Technical Account Manager Service

Streamline your on-premises or cloud operations with a technical expert

Program overview

The Entrust TAM Program provides a specialized domain expert who works with our customers collaboratively, providing quality technical service before and after deploying Entrust solutions. TAMs are proactive customer advocates with deep technical knowledge of the customer environment and can improve the effectiveness of customers leveraging Entrust solutions. Customers can utilize this in-depth product knowledge and the accumulation of past experience through the TAM program as a cost-effective way to supplement in-house resources. The benefit of experience and in-depth product knowledge, along with easy access to Entrust “Expert-By-Your-Side” domain experts can help reduce project risk, accelerate timelines, and speed up ROI.

The customer relationship with the TAM spans through:

- Pre-sale
- Implementation
- Ongoing support
- Regular review

BENEFITS

- Quickly acquire and deploy expertise
- Overcome limitations of in-house expertise
- Better control and budget of upgrade expenses
- Help eliminate critical issues and reduce risk of downtime
- Increase return on investment by seamlessly extending solution capabilities and effectively maintaining your deployment
- Reduce time-to-market by clearly defining and addressing integration challenges
- Assure that critical applications continue to run and support the business

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Key activities and deliverables

| | TAM | PREMIUM TAM (PTAM) |
|--|-----------|--------------------|
| Engagements | | |
| TAM engagement hours per week | Up to 3 | Up to 5 |
| “Expert-By-Your-Side”, Entrust domain expertise hours included | - | 10 Hours |
| Ongoing/On-request Activities | | |
| Coordination of incident management, escalation, and resolution by working with all impacted parties | ✓ | ✓ |
| Streamline new project request | ✓ | ✓ |
| Insight & Planning Review Call | | |
| | Quarterly | Monthly |
| Review open projects | ✓ | ✓ |
| Service activity report (ERs) | ✓ | ✓ |
| SLA performance reporting | ✓ | ✓ |
| License use reporting | ✓ | ✓ |
| Roadmap Update | ✓ | ✓ |
| Annual Detailed Review | | |
| Annual onsite review and planning | - | ✓ |
| Annual TAM assessment report | - | ✓ |
| Customer Advocacy | | |
| Advocate to prioritize feature requests | ✓ | ✓ |
| Special Access Program | | |
| Early access to features/products (Beta) | - | ✓ |
| Invitation to customer summit | - | ✓ |
| Invitation to Entrust Exec Briefing | - | ✓ |



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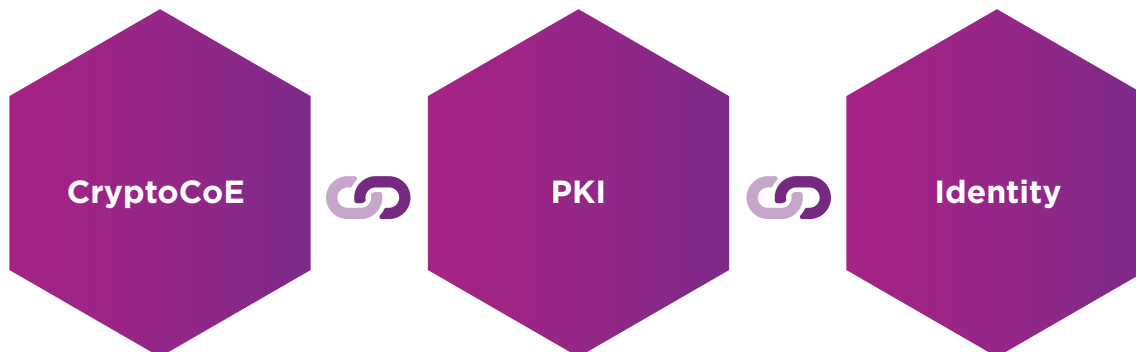
Optional add-on service and deliverables

Beyond the standard service activities, additional services are available if required.

| OPTIONAL SERVICES | |
|----------------------------|--|
| Analysis/Planningweek | <ul style="list-style-type: none">• Provide architectural and design consulting (Entrust solution system changes, expansions, and/or integrations)• Participate in strategic and tactical planning sessions• Assist in addressing technical inquiries and reviewing technical requirements |
| Deployment Support | <ul style="list-style-type: none">• Provide additional deployment support/assistance to supplement in-house resources (Entrust solution system changes, expansions, and/or integrations)• Review changes to ensure proper configuration and tuning to address customer-specific environment and performance requirements |
| Advanced Incident Response | <ul style="list-style-type: none">• Proactive review to eliminate any potential issues that could result from environmental changes and/or software releases• Review incidents and potential root causes from the perspective of the platform architecture and interdependencies• Assist with advanced troubleshooting, performance optimization, and best practices |
| Training/Documentation | <ul style="list-style-type: none">• Provide personalized technical summary of functionality changes for upgrades/releases• Prepare and present personalized employee training materials on new or upgraded functionality |

Entrust digital security offerings

The Entrust TAM offering helps customers maximize their value in Entrust products including PKI and Identity solutions, as well as the Cryptographic Center of Excellence. The TAM is your single point of contact and technical adviser, acting as an extension of your team, understanding your business needs, and proactively providing recommendations. With over 25 years of experience with customers in various verticals, our expertise and in-depth knowledge will help align your business with industry best practices and standards.



For more information

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ABOUT ENTRUST CORPORATION

Entrust keeps the world moving safely by enabling trusted identities, payments, and data protection. Today more than ever, people demand seamless, secure experiences, whether they're crossing borders, making a purchase, accessing e-government services, or logging into corporate networks. Entrust offers an unmatched breadth of digital security and credential issuance solutions at the very heart of all these interactions. With more than 2,500 colleagues, a network of global partners, and customers in over 150 countries, it's no wonder the world's most entrusted organizations trust us.

Learn more at
entrust.com



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