

Technical Account Management (TAM)

Add strength, confidence and consistency by working with a Technical Account Manager

Technical Account Management is an add-on service to our [Premier Support](#) that provides customers with a Technical Account Manager (TAM). The Technical Account Manager adds strength, confidence and consistency by working with you to build a customized plan ensuring you're getting the most value out of your Incydr investment. Through regular status meetings and Quarterly Business Reviews your TAM becomes an extension of your team.

Specific deliverables include:

- An annual Health Check
- Endpoint health assessments
- Architectural and technical alignment for optimal product use
- Education and special insight into new features, upcoming releases and capabilities
- Identifying technical, business, and insider threat best practices tailored to your organization
- Developing security solutions best practices specific to your needs

TAM's serve as a trusted partner always available to assist with technical escalations or issue management and also provides a comprehensive health check on an annual basis.

By choosing to work with a TAM, your team will gain:

- Better strategic and technical alignment between you and Code42
- Higher return on investment by helping to fully leverage all Incydr features in your subscription
- Your own advocate within Code42

Helpful Resources:

- Access support articles and videos at support.code42.com
- Participate in role-based training courses at university.code42.com
- Get product announcements and engage with fellow Code42 customers at success.code42.com

