

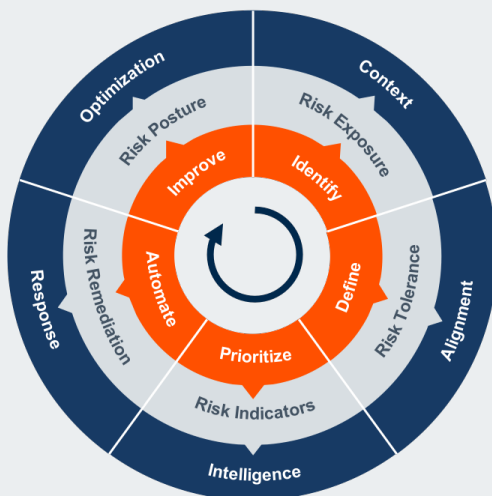
Technical Account Management (TAM)

Technical experts in Insider Risk Management (IRM) who specialize in Incydr configurations and optimization

Get started with Code42’s Insider Risk Management framework

Working with a TAM will ensure that your Incydr deployment is optimized in alignment Code42’s IRM approach. TAM’s will provide technical recommendations for all stages, like how to:

1. Assess risk exposure at a company-wide and per-user level
2. Configure Incydr’s trust model in alignment with your risk tolerance
3. Prioritize Insider Risk Indicators (IRIs)
4. Automate right-sized response with Incydr Automated Workflows
5. Measure effectiveness of Insider Risk Management processes, Incydr configuration and workflow automation



Technical Account Management is an add-on service to our Premier Support that provides [Code42 Incydr™](#) customers with a Technical Account Manager (TAM). The Technical Account Manager adds Insider Risk architectural expertise to your team. They will work with you to build a customized Insider Risk Management (IRM) plan to ensure you’re continually improving your Insider Risk posture through optimal use of Incydr. Through regular status meetings and Quarterly Business Reviews your TAM becomes an extension of your team.

Gain Insider Risk Management Expertise:

- Architectural and technical alignment of Incydr within your security stack
- Technical best practices to identify risk exposure and prioritize Insider Risk Indicators (IRIs)
- Use case recommendations for [Incydr Automated Integrations](#) based on insight from Incydr customer success
- An annual Insider Risk posture check to measure IRM program effectiveness and maturity
- Advanced insight into new features, upcoming releases and capabilities
- Endpoint health assessments
- Monthly reporting that includes usage analytics
- A trusted partner who assists with technical challenges or escalations



TAM + INCYDR OUTCOMES



**Ensure compliance
with data use policy**



**Speed time to
business value**



**Build a more
risk-aware culture**

Continuously Improvement of Insider Risk Posture

Code42 is dedicated to your success and is focused on helping you gain results that deliver business value. By choosing to work with a TAM you'll have direct access to a trusted advisor who will make recommendations to ensure successful outcomes.

Customer Experience 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
- Get a taste of the Code42 customer experience at code42.com/customer-toolkit

Learn more about Code42's Insider Risk Management approach and Incydr

- [Code42.com/product](https://code42.com/product)
- [Embrace and Insider Risk Management Strategy with Incydr™ and Your Tech Stack](#)
- [How Snowflake Built a Modern Insider Risk Management Program](#)

