CYLANCE
CUSTOMER SUCCESS

Technical Account Manager

At Cylance we want our customers to have the best experience when deploying and utilizing our products. Your Technical Account Manager (TAM) is a dedicated professional who works alongside your team through planning, deployment, training, troubleshooting, and maintenance. Your TAM is backed by our experienced Cylance Support Team and provides a dedicated gateway to various other resources.

Single Point of Contact

You will direct all inquiries and issues to one person. Your TAM will be the first person you contact with any technical questions, best practices, troubleshooting, ticket resolution, customizations, or escalations.

Technical Resolution

Your TAM will be able to speak on a broad range of technical issues and be specifically well-versed in product functionality, common issues, and solutions.

Project Management

Have a deadline to meet? Have a deployment schedule? Your TAM will align with your goals, understand your measures for success, and work with you to manage successful planning and deployment.

Advocate

Your TAM is your partner for success, championing your company's priorities and goals with Cylance products and services. Your TAM will meet with decision makers to help influence decisions on your behalf. You can rest assured that your TAM is working for your success.

Accessibilty

Along with 24/7 access to all knowledge base, community, and FAQ content, your TAM is always reachable, adhering closely to agreed-upon service level agreement response times.

Commitment

Your TAM is committed to your project success and committed to working within your definition of success to make this a reality.

CYLANCE

+1-844-CYLANCE
support@cylance.com
www.cylance.com

©2017 Cylance Inc. Cylance® and CylancePROTECT® and all associated logos and designs are trademarks or registered trademarks of Cylance Inc. All other registered trademarks or trademarks are property of their respective owners.

20170419-0921