



# Technical Account Manager (Resident Engineer)

## Challenges

An investment in Guardicore can help your organization achieve a wide range of business benefits, but limited time and subject matter expertise can often prevent you from unlocking the full potential of your Guardicore Centra platform. This can make it challenging to:

- Optimize Guardicore Centra performance as your infrastructure changes
- Proactively identify ways to meet new and evolving business needs with Guardicore Centra
- Respond quickly to application changes in a dynamic environment

## Solution

The Guardicore Technical Account Manager (TAM) Service provides your organization with a full-time dedicated engineer, certified in Guardicore technology, to partner with your internal security and networking teams to:

- Achieve better business outcomes with Guardicore Centra by applying specialized experience and best practices
- Reduce risk by proactively assessing your Guardicore implementation and taking ownership of issue management, escalation, and resolution
- Provide infrastructure insights to key stakeholders through regular reviews and reporting
- Advise on future scaling needs based on infrastructure and Guardicore Centra usage trends
- Respond quickly to new requests from application owners and provide insights
- Preview new Guardicore features and capabilities and educate your team on the latest product enhancements

## Features and Benefits

Service Feature	Description
Design	Provide best practice and design guidance based on your business objectives and lessons learned in other Guardicore Centra implementations.
Risk Management	Perform quarterly health check assessments of your Guardicore implementation and take ownership of any unplanned issues until they are resolved.
Analysis and Reporting	Provide regular reporting on key deployment metrics and perform post mortem analysis on any critical issues.
Scalability Planning	Monitor Guardicore Centra utilization and resource usage and provide proactive recommendations for future scaling needs and possible new applications of Guardicore technology.
Product Education	Brief stakeholders on upcoming Guardicore features and updates, including training on new releases as needed.



## About Guardicore

Guardicore is a data center and cloud security company that protects your organization's core assets using flexible, quickly deployed, and easy to understand micro-segmentation controls. Our solutions provide a simpler, faster way to guarantee persistent and consistent security – for any application, in any IT environment.

More information is available at [www.guardicore.com](http://www.guardicore.com)