

Centrify Technical Account Manager

At-A-Glance

IT has enough on its plate. Add to that a new PAM solution and it can be a big struggle to maintain its health, keep up with the latest security threats, and liaise with the vendor for bug fix and enhancement requests, all while trying to respond quickly to the needs of the business. Centrify Technical Account Managers provide relief to help you stay on top of things. Centrify TAMs are experienced Centrify Professionals that bring their unrivaled product knowledge, proven skills to help streamline deployments and apply best practices to help set the strategic direction for solution optimization and growth. Many Centrify customers leverage our Technical Account Managers to minimize credential-based cybersecurity risks and ensure ROI for their IT investment.



Communications

- Bi-weekly remote sessions to discuss ongoing projects, business priorities, and maintain a high-level of engagement with Centrify.
- TAM will schedule quarterly visits to understand changes in customer environment and business needs.



Project Initiatives

- TAM will align your IT business priorities.
- TAM will track new bugs, new product releases, and security vulnerabilities and will proactively notify customer of any changes that may impact its environments.
- TAM will serve as the customer advocate for promoting customer interest within Centrify Engineering and Product Management for future functionality and product roadmap items.
- TAM will address capability gaps.



Architecture Insight

- Regular review sessions to validate plans, configurations, and designs centered around Centrify software and operations.



Environment Documentation

- Your TAM will ensure that environment details are clearly documented and available to our entire Support team. This minimizes the need for repeated information gathering and speeds up the support process for all your users.



Early Access to New Releases

- TAM will coordinate and oversee any Early Beta Access Programs of new releases, identifying opportunities to impact future product direction and assist with the testing and validation process
- TAM will provide insider information into Centrify.



Key Outcomes

- TAM will ensure your business and technical needs are understood throughout Centrify.
- TAM will assist you to maximize and accelerate solution adoption and value realization.
- TAM will prevent issues and resolve challenges faster.
- TAM will allow you to leverage new capabilities quickly.
- TAM will optimize your Centrify solutions.
- TAM will create closer connection to Centrify thought leadership and peers.