

Technical Account Manager Program

Premium Customer Care for Imperva Application and Data Security solutions

The Imperva Technical Account Manager (TAM) program was developed to provide a customized service management experience that meets the needs of the most demanding customer requirements. As a Value Added Service, the TAM becomes an invaluable resource for your team. One who understands your requirements, environment, setup and support history relating to the Imperva products you have deployed, whether they are On-Premises or Cloud, Application or Data Security. A TAM is your representative, escalation point and advocate within the Imperva organization, taking care of the details, reducing risks and providing mentorship and guidance for your team members managing your Imperva deployments.

"The TAM allows our organization to maintain a stable technology environment so that we can focus on staff management, program stability and maturation."

- Healthcare Insurance Provider

How Technical Account Managers Help

On-Premises Application and Database Security

You should consider an Imperva Technical Account Manager if you want an Imperva product expert to work closely with your team on an ongoing basis to reduce system downtime and to maximize your data-center investment. The TAM works directly with your team to maintain and refine your Imperva Application and Database Security deployments.

Because your IT environment has unique security and infrastructure requirements, prompt attention in troubleshooting complex situations, along with continual, proactive support from your Imperva TAM, will allow us to ensure that we protect your most critical IT assets.

The Imperva TAM will partner one-on-one with your organization, gaining deep knowledge of your environment and its requirements. Serving as your designated point of contact to Imperva, a TAM will increase your team's productivity and knowledge of Imperva products. They will assist in providing personalized case management while resolving issues quickly with intimate knowledge of your environment. Acting as a liaison to Imperva, they will assist in resolving critical product issues, educate your organization of new features and assist in upgrading your Imperva On-Premises Application or Data Security deployment.

Cloud Application and Data Security

Imperva's Cloud Application Security products secure your web application against attack and improves the performance of your web applications while our Cloud Data Security provides the ability to protect your cloud data living in DBaaS. To ensure the highest level of integration and support, the Imperva Technical Account Manager works directly with you to enhance your Imperva Cloud Application or Data Security products and achieve the benefits of having an Imperva product expert on your team.

You should consider an Imperva Technical Account Manager if you want direct access to a higher level of Cloud Application Security expertise, desire a single point of contact that can advocate your needs and want assistance tuning your Cloud Application Security service.

The Imperva TAM understands your unique requirements, environment, product setup and support history. This information is used by your TAM who becomes your representative, escalation point and advocate within the Imperva organization. When you onboard onto the Cloud WAF service, a TAM will have the details that reduce your need for in-house expertise.

The Imperva TAM program combines the best and most experienced support engineers with tools and methods developed from years of hands-on experience. Imperva TAMs also have direct access to the Imperva Network Operations Center and Security Operations Center.

Why Use Imperva's Technical Account Manager Program

Trusted Advisor

Your TAM will act as your advocate within Imperva helping to partner one-on-one with your organization, gaining deep knowledge of your environment and its key requirements. Your TAM will be your trusted advisor and will help your organization to fully utilize Imperva products and services. The TAM is your advocate within Imperva and succeeds when you do.

Optimal Performance

From the onset, your TAM will work closely with your team to get an in-depth understanding of your technical environment and provide the highest level of support. With an Imperva expert working with your team, they'll help to integrate Imperva products into your infrastructure. Acting as a product expert, they will assist in resolving issues, provide regular updates and ensure that your environment is running at optimal performance.

Individualized Service

A TAM will reduce your implementation time and simplify your support experience. By engaging a TAM, it ensures your support experience is responsive and efficient. Your Imperva TAM becomes your single point of contact for service-related questions, issue management, problem resolution and feature requests. A TAM will act as your consultant to provide you insight and support as your requirements and network change over time.

Premium Support Service Level

Customers who engage a Technical Account Manager automatically receive upgraded Imperva Premium Support response time service levels for their Imperva Cloud Application Security products. This offers clients improved response times for any type of technical support incident from standard through critical. Premium Support program incident response times can be found in the Premium Support datasheet.

Quarterly Service Review

The Quarterly Service Review is a formal process that presents a summary of events that occurred during the preceding quarter. Among the activities reviewed include your organization's overall system health, security events, security trends, policy or configuration improvement and deployment optimization. The Quarterly Review helps you monitor the effectiveness of your Imperva deployment and helps you to prepare for future requirements.

Custom Training for Your Staff

Access to a service expert provides you opportunities for live training webcasts that are designed to meet the specific needs of your organization.

Dedicated to Your Success

Investing in an Imperva Technical Account Manager creates a direct link between our teams ensuring that you maximize the benefit of your Imperva solution.

How to Use A Technical Account Manager

A TAM can provide up to 40 hours of weekly support (available SKUs are purchased in 10 hour increments) so that your Imperva Application or Data Security deployment, whether On-Premises or Cloud, delivers you the maximum value. You may place an order for a TAM with Imperva or through an authorized reseller. Your Imperva TAM supports the Imperva Application and Data Security product suites for both Cloud and On-Premises versions.

Imperva is an analyst-recognized, **cybersecurity leader** championing the fight to **secure data and applications** wherever they reside.