

Bomgar Enterprise Technical Account Management

AT A GLANCE

Bomgar Technical Account Managers (TAMs) are senior-level technical and product experts who will partner with you to ensure that you receive maximum value from your Bomgar investment.

KEY BENEFITS

- ▶ Direct relationship with a senior technical resource who maintains in-depth knowledge of your environment and operations
- ▶ Proactive approach to support to prevent issues before they arise
- ▶ Visibility into new and upcoming features and products
- ▶ Priority incident handling from Bomgar Support
- ▶ Assistance with Bomgar upgrades

OVERVIEW

Your Bomgar environment is a critical component in providing secure remote support to your customers and secure remote access to your IT resources. You need this investment running smoothly and configured according to best practices.

Bomgar Technical Account Managers (TAMs) help ensure that you are receiving maximum value from your Bomgar investment. Bomgar TAMs are senior technical resources who will partner with you to gain an in-depth knowledge of your Bomgar environment and your business operations. Your Bomgar TAM will become your trusted advisor and your advocate within Bomgar. Your Bomgar TAM is uniquely positioned to provide a proactive approach to the support and ongoing operation of your Bomgar investment.

CUSTOMER PROFILE

You should consider an engagement with a Bomgar Technical Account Manager if:

- Your Bomgar environment is an important component in providing secure remote support to your customers and secure remote access to your IT resources
- Your IT staff doesn't have the time to dedicate themselves to becoming Bomgar experts
- Your Bomgar environment is complex or it is integrated with external systems (Atlas, incident management, SIEM, password vaults, API usage, custom development, etc.)
- Your organization would benefit from regularly scheduled meetings with a Bomgar technical and product expert
- You would like to have your incidents with Bomgar Support receive priority attention
- You want a single point of contact for escalations who will "own" your high priority issues until they are resolved
- You would like to mitigate risk during Bomgar upgrades

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BOMGAR TECHNICAL ACCOUNT MANAGEMENT BENEFIT	*STANDARD MAINTENANCE	ENTERPRISE TAM
Service Length	12 months	12 months
Standard Bomgar Support	✓	✓
Bomgar software upgrades, patches, and security updates	✓	✓
Warranty support for Bomgar hardware	✓	✓
Direct relationship with a senior technical resource who maintains and in-depth knowledge of your Bomgar technical environment and operations		✓
Priority Incident Assignment with Bomgar Support		✓
Scheduled review calls to discuss strategy, open issues, new releases, and concerns		weekly
Single point of escalation for critical issues		✓
Actively monitors all of your interactions with Bomgar Support		✓
** Internal advocate for your product feature requests		✓
Detailed project planning for Bomgar upgrades		✓
Free Bomgar Virtual Appliance (for development/testing)		✓
Direct hands-on assistance during Bomgar upgrades even during after-hours maintenance windows		✓
Free annual Bomgar Health Check		✓
After-hours access to your TAM during scheduled maintenance events or critical incidents		✓

* Must be covered under a current standard Maintenance contract to be eligible for a Bomgar TAM engagement

** Not a guarantee that requested features will be included in future releases