

# PerimeterX Technical Account Management Service

Offload Application Security Threat Management and Grow Your Business

The IT security skills shortage shows no signs of improvement and for businesses, it remains a major challenge to achieving a strong security posture. Organizations lack trained, experienced incident responders, threat intelligence analysts and security operations engineers to manage and monitor the application security solutions protecting business critical applications. These gaps increase the cybersecurity risk for digital businesses and their customers. Even when organizations manage to hire experienced talent, there is a high chance of turnover due to the hyper-competitive job market. With bot attacks and client-side threats like Magecart continuously evolving, there is an urgent need for expert security services to enable businesses to stay secure.

## PerimeterX Technical Account Manager

The PerimeterX Technical Account Management Service is a customized service management experience that offloads application security threat management from your team to a PerimeterX Technical Account Manager (TAM) so that your team has more time to focus on growing your business. As an extension of your team, the TAM helps you optimize your use of all PerimeterX products and features by providing proactive check-ins and regular reviews to analyze your account's service configurations and their performance. Designated TAMs also provide enhanced troubleshooting coordination with the PerimeterX Support and Professional Services organizations, and serve as a representative and advocate for you within PerimeterX.

## Key TAM Deliverables and Responsibilities

### Case Management

- Escalation management of all Severity-1 and Severity-2 cases
- Frequent case reviews with action items and next steps
- Root-cause and failure analysis
- Internal coordination of required resources within PerimeterX
- Multi-vendor escalation and coordination



## Benefits to Your Digital Business



### Reduce Risk From Cyberattacks and Achieve Compliance

Maintain your brand reputation, avoid the complexity associated with managing application security issues and increase your users' confidence and trust by stopping bot attacks and client-side threats.



### Improve Operational Efficiency

Enable your team to focus on innovation and growth. Increase team efficiency by offloading the proactive management and mitigation of automated bot attacks and client-side threats.

## Preemptive Care

- Comparisons of policy decisions with best practices and recommendations for tuning and improvements
- Review and standardization of software releases
- Management of usage trends and contract renewals
- Performance optimization and operational reviews
- Improvement of capacity utilization – analyzes, optimizes and recommends solutions

## Account Management

- Primary and proactive focal point at PerimeterX - addresses business, technical and support matters
- Quarterly business reviews
- Planning and tracking of product and feature adoption
- Onsite customer visits and access to executive management
- Early access to new features, feature requests and periodic roadmap updates
- Filing of feature requests by TAMs to ensure high priority



With the continuous insights and proactive threat management from the PerimeterX TAM, we are able to focus on our customers and innovate faster.



VP of E-commerce, Leading Retailer

## Information Sharing

- Proactive risk notification and mitigation
- Security threat landscape insights
- Roadmap discussions
- Access to subject matter experts (SMEs) as required

## TAM Service Options

The PerimeterX TAM is available as a dedicated resource contracted for a fixed-term engagement or as a shared resource. The TAM operates during regular business hours in accordance with your local time zone.

## About PerimeterX

PerimeterX is the leading provider of application security solutions that keep your business safe in the digital world. Delivered as a service, the company's Bot Defender, Code Defender, and Page Defender solutions detect risks to your web applications and proactively manage them, freeing you to focus on growth and innovation. The world's largest and most reputable websites and mobile applications count on PerimeterX to safeguard their consumers' digital experience. PerimeterX is headquartered in San Mateo, California and at [www.perimeterx.com](http://www.perimeterx.com).