



Technical Account Manager

MANAGE YOUR EXTRAHOP INITIATIVE TO ENSURE SUCCESS THROUGH OPERATIONALIZATION

As your organization expands its use of the ExtraHop platform for better IT and business insights, your Technical Account Manager (TAM) works with you to address your specific needs and ensure fast operationalization.

TECHNICAL ACCOUNT MANAGER HIGHLIGHTS

- Coordinates ExtraHop efforts to ensure your success
- Helps your team to operationalize the ExtraHop platform and demonstrate value to the business
- Provides a single point of contact for rapid support escalations, service engagements, and more
- Advocates for prioritization of product enhancement requests

YOUR EYES, EARS, AND VOICE AT EXTRAHOP

When you sign up for the TAM service, you gain an advocate at ExtraHop that will apply resources and best practices to ensure your success.

- Advocate for prioritization of enhancement requests and escalation of support cases
- Go-to expert for learning about ExtraHop technologies, technical resources, and best practices
- Assistance in internally communicating the value of your ExtraHop investment
- Development, monitoring, and follow-up on an operationalization plan based on your unique IT and business needs

| | TAM Essential | TAM Enterprise |
|--|---------------|----------------|
| Ongoing technical review sessions | ✓ | ✓ |
| Management of escalations and enhancement requests | ✓ | ✓ |
| Project management across the ExtraHop portfolio | ✓ | ✓ |
| End-to-end ExtraHop program management | | ✓ |
| Partnership on complex strategic initiatives | | ✓ |
| Access to Product Management | | ✓ |
| On-site Quarterly Business Reviews | | ✓ |

Yes, I Want to Subscribe to the Technical Account Manager Service

If you have questions about the TAM Essential or TAM Enterprise offerings or other ExtraHop's Solutions Architecture services, contact your designated ExtraHop sales representative or fill out the web form at www.extrahop.com/contact/.



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ABOUT EXTRAHOP NETWORKS

ExtraHop is the global leader in real-time wire data analytics. The ExtraHop platform analyzes all L2-L7 communications, including full bidirectional transactional payloads. This provides the correlated, cross-tier visibility essential for today's complex and dynamic IT environments. The ExtraHop platform scales up to 40 Gbps, requires no agents, and delivers value immediately upon deployment.