Technical Account Manager Service

Key Outcomes Gained from TAM Services

Strategic Alignment

- Align automation outcomes to your security priorities and KPIs
- Fill capability or resources gaps
- Build outcomes-oriented use case roadmaps

Maximize Return on Investment

- Speed your time to value from initial deployment through expanded used cases
- Simplify implementation and quickly adopt security automation

Access Expertise and Insights

- Gain a liaison between your team and Swimlane's subject matter experts
- Expertly prepared environmental assessments
- Insights on peer comparisons and best practice knowledge sharing

Your Designated Technical Resource for Swimlane

Swimlane offers Technical Account Manager (TAM) as an annual subscription service engagement. It is designed to augment your internal technical resources by adding a designated Swimlane specialist to your team. Over the course of one year, it provides focused scoping of projects and access to ongoing professional services in order to speed your time to value and maximize your return on investment (ROI). This outcome-oriented service offering provides automation development resources, access to Swimlane automation experts and support. No matter what level of service is right for your organization, our TAM's have three goals for you:

1. Speed time-to-value through the quick implementation of top use cases

2. Optimize your technical environment to align outcomes to business priorities

3. Remove technical roadblocks and hurdles quickly

Swimlane Quick Facts

Founded in 2014

Headquarters:
Louisville, Colorado
Operations in North America, EMEA,
APAC, Middle East & Africa

Trusted by:
Customers include Toshiba, Lumen,
Softcat

World's largest independent SOAR
#1 recommended SOAR on Gartner
Peer Insights

Gold Medal & Leader in SOAR
Data Quadrant

Voted Best SecOps Solution by
Tech Ascension Awards

How TAM's Partner with You

Our team of TAM's are collaborative listeners. They are dedicated to putting your needs first in order to ensure that strategic objectives are met with measurable outcomes. TAM's channel over 100 collective years of security automation experience in order to help you tackle your most complex security challenges through low-code automation.

Resources

For the complete terms and conditions of Swimlane TAM Services visit swimlane.com/legal

To learn more about other Swimlane Professional Services offerings visit swimlane.com/services/professional-services

What our Customers Say

"Swimlane has become an essential core component of our SOC. It's part and parcel of our SOC operations today, and I would say that it's almost impossible to do without Swimlane."
— Wai Kit Cheah, Director of Security Practice at Lumen Technologies

"With Swimlane, we didn't have to try and fit our outcome into a preconceived box that had already been developed. Swimlane allowed us to build something that worked for us and how we operate"
— Matt Helling, Head of Cyber Security at Softcat

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SWIMLANE

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Swimlane is the leader in cloud-scale, low-code security automation. Swimlane unifies security operations in-and-beyond the SOC into a single system of record that helps overcome process and data fatigue, chronic staffing shortages, and quantifying business value. The Swimlane Turbine platform combines human and machine data into actionable intelligence for security leaders. For more information, visit swimlane.com or join the conversation on LinkedIn, Twitter and YouTube.