

Technical Account Manager Service

Your Designated Technical Resource for Swimlane

Swimlane Turbine customers can enhance their experience with a designated Technical Account Manager (TAM), available as an annual subscription service. This engagement augments your internal technical resources by adding a Swimlane expert to your team. With a TAM, you gain continuous guidance, automation customization, and best practices to ensure you get the most value from the Turbine platform.

6 Ways TAMs Maximize Your Security Automation Value



Proactive Performance Optimization

Enhance your automation performance and cost efficiency with best-practice playbook optimizations.



Accelerate Automation Maturity

Empower your team with hands-on support to deepen automation expertise and drive greater automation maturity.



Strategic Guidance

Collaborate with Swimlane experts to discover new use cases, refine workflows, and scale automation across departments.



No Fail Playbook Monitoring

Ensure critical workflows are on track with real-time playbook failure alerts, preventing missed issues and reducing risk.



Roadmap Previews

Be the first to access new Swimlane features, helping you maximize your investment and stay ahead of the curve.



Ongoing Support Review

Minimize downtime with proactive ticket reviews, keeping your team focused on what matters.

Your Partner for Long-Term Automation Success

Our team of TAMs are collaborative listeners. Whether you're new to automation or focused on SecOps maturity, our team will help ensure that strategic objectives are met with measurable outcomes. Together, the Swimlane TAM team has over 100 years of collective security automation experience that they will utilize to help you tackle your most complex security challenges through AI automation.

TAM Packaging Options

No two automation journeys are the same. One size does not fit all when it comes to automation or customization needs and your TAM support shouldn't be either. That's why, during the early phases of onboarding, we take the time to understand your expectations, current automation maturity, and long-term goals. Based on that, we recommend the right level of TAM support, whether that's 1/8, 1/4, or more, so you can see results faster and scale smarter. We're all ears from day one, ensuring your support model aligns with your vision from the outset. No delays, no misalignment, just immediate value.



Migrating years of work in just weeks seemed impossible. But our Swimlane TAM became an extension of our team, working hand in hand building workflows, getting us fully operational in record time"

Mike Pilcher Senior Cyber Security Specialist at Bayside Solutions

