

Technical Account Manager

SERVICE BRIEF



What is a TAM?

The Technical Account Manager (TAM) is a customer advocate who champions your AuthenticID related business across all functions within AuthenticID including Customer Support, Engineering, Product Management, Professional Services, Finance, Analytics and Governance Risk and Compliance. The TAM provides a concierge-like service, acting as a single point of contact for the resolution of queries and issues. The TAM builds a deep understanding of your business requirements, operating framework and technical dependencies to ensure your ongoing success with AuthenticID.

Key Benefits and Features

Customer Advocate

As a customer advocate, the TAM develops a deep understanding of your business and technical requirements. They provide a concierge-like service, leveraging the most knowledgeable resources to accelerate response times. Whether in the form of vendor compliance and audit questionnaires, best practices, Request for Enhancement (RFEs), or bug fixes, TAM oversight ensures that you and your team receive an elevated level of service.

Services Account Management

The TAM prepares tailored summary reports and conducts regular service reviews to ensure AuthenticID services meet your business requirements. The TAM also schedules regular status meetings to review open issues, confirming their business impact and assuring that the steps necessary for resolution are proceeding efficiently. These ongoing reviews highlight service trends and help to proactively address challenges.

Escalation Management

The TAM monitors escalated issues to ensure that additional AuthenticID functions are engaged where appropriate, including Engineering, Product Management and Executive Management.

Advice and Coordination

The TAM shares recommended best practices and provides consultative services to optimize AuthenticID performance in your use cases. As needed, the TAM coordinates with other AuthenticID resources to facilitate technical activities such as periodic health checks, demonstration of new product features, planning for product migrations, upgrades & patching. This includes providing day-to-day support to resources, such as Customer Support Engineers, for efficient resolution of your open cases.

Early Access

As your customer advocate, the TAM will work with you to ensure your enhancement requests and use case requirements are documented, tracked, and shared with AuthenticID Product Management for their consideration in product roadmap planning. As a TAM customer, you will also receive special invitations to participate in roadmap reviews and early product release access programs and events, when available.

Deliverables

The TAM will provide a selection of deliverables based on your business needs, your product solution and the level of service selected. Deliverables will be reviewed and agreed upon with you at the start of the engagement.

STANDARD DELIVERABLES

All TAM engagements typically include the following:

Deliverable	Typical Frequency
Status Reports	Weekly / Monthly
Tailored Summary Reports	Monthly / Quarterly
Service Reviews	

OPTIONAL DELIVERABLES

The TAM may provide some of the following deliverables or arrange for them to be delivered by other AuthenticID staff as appropriate.

Deliverable	Typical Frequency
Executive Business Reviews (with Account Director)	Quarterly / Annually
UI Customization with AuthenticID systems. (CF Web)	
Feature and Enhancement Consultation	Bi-annually / Annually
Governance & Compliance Review	
System Health Check	
Review Corporate Risk Management Policy	
Risk and DQL Business Rule Review & Recommendation	
False Acceptance and False Rejection Rate Reviews	
Annual Service Review	Annually
Reports Review & Analysis	
Audit Logs Review & Analysis	
Scheduled Jobs Review & Analysis	
On Site Visits	Subject to Availability

Customer Roles and Responsibilities

- Identify the Executive Sponsor and business leader responsible for the management and oversight of the TAM.
- Review and jointly agree to the engagement objectives with the TAM. Respond in a timely fashion to questions posed by AuthenticID regarding the services.

- Identify and engage impacted stakeholders.
- Provide at least one (1) technical contact and one (1) day-to-day business contact with fraud management responsibilities and appropriate system / information access privileges.
- Assume all responsibility for network connectivity, performance, and configuration issues.
- Complete all customer-specific deliverables as agreed during the TAM engagement.
- Review the analysis and recommendations provided by the TAM. Implement action plans based on these recommendations.

Service Schedule

- The Services described in this Service Brief are delivered during AuthenticID local normal business hours (8 AM to 5 PM).
- The anticipated service start date is within thirty (30) days, or a mutually agreed upon start date, after execution of order form / quote.
- If all hours are used prior to the 12-month term expiration AuthenticID and Customer will be required to execute a new order form/quote to continue providing service.

Commercial Terms

The service is provided on a fixed fee basis using the following commercial terms:

- All invoicing and payment terms are defined in the executed order form / quote between AuthenticID and the Customer.
- Customer shall have twelve (12) months from the date of the executed order form / quote to use the Services described herein ("Service Period"). This Service shall automatically expire on the last day of the Service Period. If the Customer fails to use this service within the Service Period, the services shall expire. Under no circumstances shall the Customer be entitled to a credit or refund of any unused portion of the Services.
- Support outside of normal business hours may be requested, and if approved will be counted as double hours.
- Onsite visits will be subject to reimbursement for travel-related expenses.
- Tiers are defined as follows:

Tier	SKU	Pre-paid Hours
Bronze	AID-TAM-BR	450
Silver	AID-TAM-SV	900
Gold	AID-TAM-GD	1,350
Platinum	AID-TAM-PL	1,850