

FORTRA

DATASHEET (Globalscape)

Technical Account Manager

Companies are driven to reduce costs and improve operational efficiencies through technological innovation. This naturally translates into a growing number of IT projects. The pressure is on your IT team to complete these projects to specifications, on time and within budget.

At Globalscape we want to ensure your EFT projects run as smoothly as possible. Our Technical Account Managers (TAMs) are certified professionals available to assist you with your EFT initiatives.

Experienced in it and with Globalscape's Solutions

TAMs are IT professionals who carry a wealth of applicable knowledge about EFT. They are certified in the Globalscape product line. Dedicated TAM services are available with the Expert-level support package.

TAM Services Include:

- Remote or on-site Health Check
- Quarterly case review (in-depth review of your support cases from the quarter)
- Issue resolution/escalation
- Change and feature request communication with Product Management
- Assistance defining internal success metrics
- Architectural guidance for Globalscape initiatives
- Assistance defining service strategy for Globalscape initiatives based on ITIL framework
- Attendance of project or initiatives status meetings

KEY RESULTS

A Globalscape Technical Account Manager (TAM) can help you maximize your deployment by:

- Tracking your support requests
- Performing research projects
- Advising on technical planning
- Helping with small scripting or configuration questions

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About Fortra

Fortra is a cybersecurity company like no other. We're creating a simpler, stronger future for our customers. Our trusted experts and portfolio of integrated, scalable solutions bring balance and control to organizations around the world. We're the positive changemakers and your relentless ally to provide peace of mind through every step of your cybersecurity journey. Learn more at fortra.com.