

# Why Use JumpCloud's Technical Account Manager (TAM) Professional Services?

- Do you want a trusted technical advisor and program manager for all your JumpCloud needs?
- Do you want a JumpCloud expert in your environment, establishing critical goals and key performance indicators?
- Do you want support from a JumpCloud liaison for all questions, issues, and escalations?

JumpCloud's TAM Service can help.



## About JumpCloud's Technical Account Manager (TAM) Service

The Technical Account Manager is a paid service that will make a trusted technical advisor available to your organization for a year. They will assist you in charting your course for taking maximum advantage of all of the features and functionality of the JumpCloud platform. All while simplifying and streamlining the IT Admin's job and making your IT enterprise safer and more secure.

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### Advantages

- **Technical Point of Contact:** The TAM is the liaison between different internal teams at JumpCloud. Whether you need to escalate a support ticket or have questions on product features, the TAM can assist you as your partner in implementing JumpCloud quickly and based on your individual needs.
- **Scheduled Zoom Sessions & Discussions:** You can plan up to two web sessions per week with your TAM and cover the different tasks, phases, and configurations within JumpCloud.
- **Assist with Business and Security Requirements:** TAMs assist you in expanding and fully utilizing JumpCloud to its full potential within your business and technical environment. You'll be able to work and plan with your TAM on any upcoming business requirements, security audits, and more.

## In Scope

During the agreed upon engagement period, JumpCloud's Technical Account Manager will work with you to:

- Build Customer Success plans by becoming an expert in your environment, establishing critical goals and key performance indicators and assisting achieve your company's goals.
- Be your trusted technical advisor and program manager for all your JumpCloud needs
  - Performing health checks and ensuring configurations are done properly
  - Analyze your needs and suggest upgrades or additional features to meet your requirements
  - Identifying and recommending training opportunities
  - Identify solutions to reduce your support costs
  - Report on product performance
- Support you as a JumpCloud liaison for all questions, issues, and escalations
  - Facilitate Zoom meetings to answer questions and ensure progress is ongoing
  - Communicate with Support, Product Management (i.e. roadmaps) or other teams as needed to support your success
  - Provide JumpCloud developers with your feedback to identify potential features and product to ensure we're meeting your ongoing needs
  - Maintain your satisfaction throughout your subscription

## Out of Scope

TAMs do not perform or provide the following services:

- Custom Scripting
- Working Support Cases
- Hands-On-Keyboards Implementations or Migrations
- Creating tailored implementation project plans. This is covered by the Implementation Consultation packages.

The JumpCloud Open Directory Platform helps IT teams **Make (Remote) Work Happen**® by centralizing management of user identities and devices, enabling small and medium-sized enterprises to adopt Zero Trust security models. JumpCloud® has a global user base of more than 180,000 organizations, with more than 5,000 paying customers including Cars.com, GoFundMe, Grab, ClassPass, Uplight, Beyond Finance, and Foursquare. JumpCloud has raised over \$400M from world-class investors including Sapphire Ventures, General Atlantic, Sands Capital, Atlassian, and CrowdStrike.