

Why Partner with JumpCloud's Technical Account Manager (TAM) Professional Services?

- Do you want a trusted advisor to ensure that your team understands the ins and outs of JumpCloud and are able to provide the greatest value of JumpCloud to your clients?
- Do you want a JumpCloud expert available to your team as you expand your business and onboard additional clients, establishing critical success plans based on your client's business goals and compliance requirements?
- Do you want ongoing 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 makes a trusted technical advisor available to your company for a year. They will assist in charting your company's course for taking maximum advantage of all of the features and functionality of the JumpCloud platform for your clients. All while simplifying and streamlining your team's job and making your IT enterprise safer and more secure.

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 as your partner in implementing JumpCloud quickly and based on your clients' needs.
- **Scheduled Zoom sessions and discussions:** Your team can plan up to two virtual sessions per week with your TAM and cover the different tasks, phases, and configurations within JumpCloud.
- **Assistance with business and security requirements:** TAMs assist in expanding and fully utilizing JumpCloud to its full potential within your client's 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 your team to:

- Build customer success plans by becoming an expert in your clients' environments, establishing critical goals and key performance indicators and assisting to achieve your clients' goals
- Be your trusted technical advisor and program manager for all your JumpCloud needs
 - Perform health checks and ensure configurations are done properly
 - Analyze your needs and suggest upgrades or additional features for your clients to meet their requirements
 - Identify and recommend 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 as you onboard and manage your client's environments
 - Communicate with Support, Product Management (i.e., roadmaps), or other teams as needed to support your success as a partner
 - Provide JumpCloud developers with your feedback to identify potential features and products to ensure we're meeting the ongoing needs of your clients
 - Maintain satisfaction throughout your subscription

Out of Scope

TAMs do not perform or provide the following services:

- Custom scripting
- Work support cases
- Hands-on-Keyboard implementations or migrations
- Create tailored implementation project plans; this is covered by the Implementation Consultation packages available to partners

JumpCloud® helps IT teams **Make 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 200,000 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.



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