

Technical Account Management

Unlock the full potential of your investment with Illumio

Accelerate time to value

Today's frantic pace of change drives businesses to innovate and adapt to stay competitive. Organizations across industries are adopting a Zero Trust strategy to ensure the safety and integrity of their critical business assets while creating a flexible environment for the business to thrive.

To meet these challenges, organizations are partnering with Illumio to transform their security posture. Including a Technical Account Manager as part of your Illumio deployment can help maximize the value of your investments while reducing risk exposure and managing costs.

Overview of services

Illumio's Technical Account Management services are designed to ensure that your organization is prepared to unlock the full potential of Illumio's solutions and services, optimize operations, and keep pace with the ever-evolving security threat landscape. Illumio TAMs are subject matter experts, advisors, and advocates that are equipped with the tools and methodologies to keep your Zero Trust strategy on track. Activities include:

- Perform best-practice reviews to identify gaps and provide recommendations.
- Provide solution guidance to develop a future-state vision and roadmap that advances your technology objectives based on your capabilities and goals.
- Perform technology workshops and learning path recommendations to ensure your team has the knowledge they need to be successful.

Key benefits

Risk management

Reduce operational risk with readiness assessments and best-practice guidance.

Expert guidance

Engage with our technical experts and obtain best practices for deploying, upgrading, and managing Illumio.

Operational excellence

People and processes must be in place to ensure that your environment stays protected. TAMs will guide and educate your operations teams to ensure you stay one step ahead.

Continuous improvement

Ensure that your teams stay current on the latest threats to ensure you stay protected in the ever-changing threat landscape.

- Assemble and track key performance indicators (KPIs) to measure the value and impact of the implemented strategies.
- Assist with executive communications on topics such as solution value or risk assessment.
- Mitigate issues with proactive guidance based on extensive customer experience.
- Assist in technical reviews and guidance on change preparations.

The right fit for your organization

Customers who get the most value from TAM services have the following characteristics:

- Identified Zero Trust as a business-critical priority
- Require in-house expertise to educate and support both network and security teams
- Have an IT staff that is experienced but would benefit from consistent access to an Illumio subject matter expert

TAM engagements are for 12 contiguous months, starting at one day a week and scaling up to a dedicated, full-time resource.

Experience the benefits

With Illumio's TAM services, your Zero Trust projects can be completed faster and better, accelerating time to value. IT operations can be made more effective and efficient with our quarterly customer enablement programs to upskill customer teams, resulting in dramatic cost savings.

Overall, you will have better access to Illumio resources and better visibility into Illumio solutions and product roadmaps, giving you a more strategic view and helping you to plan for and adopt new technology faster.

Finally, you will have an Illumio security expert embedded within your team, someone who is focused on maximizing your Illumio investment and improving your security posture.

Terms and conditions

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About Illumio



Illumio, the Zero Trust Segmentation company, stops breaches and ransomware from spreading across the hybrid attack surface. The Illumio ZTS Platform visualizes all traffic flows between workloads, devices, and the internet, automatically sets granular segmentation policies to control communications, and isolates high-value assets and compromised systems proactively or in response to active attacks. Illumio protects organizations of all sizes, from Fortune 100 to small business, by stopping breaches and ransomware in minutes, saving millions of dollars in application downtime, and accelerating cloud and digital transformation projects.