

Technical Account Management (TAM) meets the needs that NETASQ users have for proactive and constant follow-up by the vendor throughout the full lifespan of their security infrastructures – tests, deployment, migration and usage. This document describes this service in detail as well as its different forms and the options that it offers.

### 1 Who is TAM made for?

TAM is intended for all **NETASQ end users**. This service is recommended for users who have **particularly critical infrastructures and/or a wide fleet of appliances** that require the vendor's constant attention.

This service complements the services provided by our distribution and integration partners. **Certified NETASQ integrator partners will oversee** the delivery of the TAM service in order to stay informed and involved in all recommendations given by NETASQ's teams.

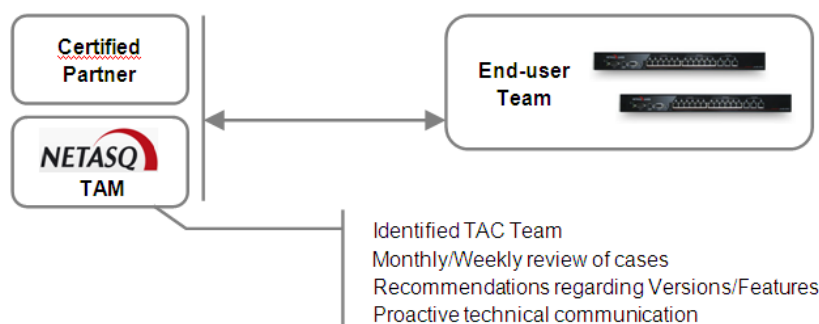
### 2 Which needs does this service address?

**Our observation** – Security infrastructures have become critical environments in the company's network. The availability, performance and security of these bastions ensure the quality of your operations over the internet. Apart from access to informational content or the exchange of e-mails, the internet is the transmission vector of critical and complex applications or services, such as secure transactions, the placement of orders or the tracking of deliveries by various portals and occasionally, voice communications. The technologies behind the transportation and security of these services require full expertise in the use of the products that implement them. Such technological complexities and the specificities of clients' needs create specific configurations, unusual designs and the need to globally and synthetically follow up all technical issues relating to the operation of your security solutions.

### 3 What does this service do for you?

**Our offer** – Within the scope of a standard service contract, NETASQ's technical support team provides certified partners with access to our technical expertise whenever they deploy complex configurations or encounter malfunctions. Training and certifying these partners ensure their high level of expertise. In certain cases, the size of the network, the complexity of configurations or sophisticated features make it necessary to form a direct link between NETASQ's support and the end user's technical teams. For this reason, NETASQ offers its clients access to its support service, known as TAM, for a minimum duration of 1 year and, if necessary, for the whole lifespan of the network. This service comprises:

- Direct access to NETASQ's technical support,
- An identified team of 4 dedicated experts,
- A monthly or weekly review, according to criticality, of all technical incidents in progress by phone,
- Access to NETASQ's expertise in technical services in order to assess changes in the architecture of your network,
- Advice in terms of appropriate firmware version and specific configurations.



**4****Direct access to NETASQ's support**

If you wish to open a case urgently or obtain information regarding an unknown specific problem, NETASQ's support will take your calls or attend to your tickets in real time via your client area. Since this privilege is delegated, our integrator partners will be able to view these tickets and can then follow up on and find out about the history of your cases instantaneously. This access complements the services provided by your integrator and gives you more fluid access to information when an emergency or a specific problem calls for it.

Direct access to NETASQ's support is allowed under the condition that one of your collaborators attains the NETASQ ADMIN and NETASQ EXPERT certifications within the first 12 months of the installation of the TAM service. These certifications validate the ADMIN & EXPERT (1 & 2) training courses conducted by NETASQ and its distribution network.

**5****Dedicated TAC team**

The TAM service is implemented by NETASQ's technical support team. Every TAM client is assigned a team of 4 support engineers. As such, you will be able to ask for the same engineers who will attend to all your requests. In the event one of them is absent, cases in progress will automatically be handled by the other engineers. These teams are led by a Technical Account Manager who will maintain a continuous link between the end user, the integrator and NETASQ. He will coordinate his team's workload in order to provide a uniform and optimal service quality throughout the whole lifespan of your infrastructures. NETASQ support engineers will only be part of a TAM team once they have been certified and have gained the required experience in the technologies that we implement. They have direct local access to our research and development teams.

**6****Regular three-way reviews: Cases, advice and proactive information**

On a monthly basis, the Technical Account Manager will conduct a full review by telephone with your technical teams and your integrator's technical teams. If there are several cases that require attention, this review may be conducted weekly. As an option, the TAM may pay the client a quarterly or monthly visit for a meeting instead of a telephone discussion. Save for a full review of cases during the period, our technical experts suggest:

- An inventory of changes that will be taking place on your network and the relevant recommendations or warnings,
- Detailed indications as to specific configurations to be implemented on central points in your infrastructure,
- Recommendations as to the firmware versions that are best suited to your environment.

Please note that TAM services do not include the configuration, migration or audit of your solution. These services are performed by your integrator with possible support from NETASQ through its "Professional Services" range.

To subscribe to the TAM service, kindly contact your reseller or your NETASQ sales representative. The TAM service will be activated once the first meeting has been held to gather information. This meeting will be held in your premises and will allow us to fully take stock of the requirements with your integrator and your technical teams in order to document all technical and practical information needed for launching this service properly.