Signal Sciences

TAM Essentials

Expert assistance and guidance to enable your success

Your web applications, APIs, and microservices are critical to your business. Signal Sciences Professional Services are designed to help you keep them secure. Whether you're a small business or a large enterprise, we pride ourselves on being our customers' advocates so they gain the most value from our web app and API protection platform.

Our goal is simple: we want to help your teams detect and defend against real world threats. Our patented architecture, realtime data, and integrations allow your teams to see and secure attacks without false positives or impacting performance.

Technical Account Management (TAM) Services

TAM Services are designed to align your team with our experts to help you gain the most from your security investment in Signal Sciences. Our team of technical experts has extensive security and product knowledge to share with your teams to advance your web security efforts.

Key Business Benefits

- Augment your team resources with on-demand expert advice
- Realize quickest time to value with deployment assistance
- Spread organizational awareness of a new security tool
- Mitigate risk with automated protections around unique business logic
- Streamline deployment with a customized health check

Deliverables

Access to TAM Shared Resource Pool: 5x9 access to a virtual team of Signal Sciences subject matter experts (SMEs) to consult on best practices and architecture design, including meeting or call support to share knowledge, expertise, and guidance on our platform.

Deployment Services: A detailed and documented implementation plan based on a proven, multi-phased methodology for a successful implementation, including:

- Initial project kick-off call
- Planning meetings with stakeholders
- Deployment plan creation
- Development Testing
- Rollout
- Monitoring (We ensure it works!)
- Knowledge Transfer
- Formal Project Close

Signal Sciences Training Courses (remote):

Half-day training sessions for up to 15 attendees that review management console usage, simulated application attacks, best practices, and leave-behind summary slides from the sessions. Depending on your level of engagement with our Professional Services teams, multiple training sessions can be provided.

Quarterly Health Check Plus

Provided up to three times during the Strategic TAM Essentials service engagement period, the health check service examines the customer's complete deployment of Signal Sciences to ensure an optimal state with full utilization. An assessment report summarizes areas of your deployment where you could be gaining more from the platform. Plus, a review with your SME of a summary of new features, any outstanding support issues, and a roadmap presentation.

Access to TAM Shared Resource Pool

Get the expert guidance necessary by accessing our TAM team when you need it. Our application security experts can advise on a range of topics and are ready to help you as needed.

Remote Advisement Session

Single remote session to understand how the customer team currently uses Signal Sciences today. Is Signal Sciences integrated into other security or infrastructure tooling? How is the customer team using Signal Sciences in day-to-day operations? The answers to these questions enable our experts to provide the customer with the most relevant and valuable guidance in the resulting written assessment.

Other deliverables include:

- Signal Sciences Roadmap session: provide product feedback and get insights into where the future of application security is headed.
- Review of open feature requests and open support cases, if any.
- Monthly check in call (up to one hour)

Note: Services may be provided on-site or remote. All on-site work will be subject to approved work related travel and expenses (T&E)