

Your Embedded FireMon Expert for Maximum Value

FireMon's Technical Account Manager (TAM) service is designed to embed deep technical expertise within your team to maximize your FireMon investment. More than a support resource, the TAM functions as a strategic advisor and technical consultant, guiding your team through product adoption, operational excellence, and long-term platform optimization.

Offered as an annual or multi-year engagement, the TAM becomes a familiar and trusted partner who understands your infrastructure, use cases, and evolving goals. With this, you receive faster time-to-value, deeper integration, fewer disruptions, and measurable improvements in your security posture.

Core Services

Weekly Engagements

Your TAM will hold consistent weekly sessions focused on technical health, administrative activity, and proactive maintenance. These meetings help prevent issues before they arise and keep your deployment aligned with evolving needs.

Proactive Guidance

TAMs deliver hands-on assistance with a wide range of activities, including:

- Best practice policy configuration
- Onboarding new devices into FireMon
- Writing and optimizing SIQL queries
- Report creation and dashboard tuning
- Scripting and automation support
- Product and feature training for your team
- Audit readiness and documentation assistance

Strategic Reviews

The TAM provides structured reviews designed to give you visibility, insight, and actionable guidance:

- **Quarterly Security Reviews:** Analyze system utilization, policy performance, compliance metrics, and control effectiveness using real-world data
- **Yearly Health & Architecture Review:** Assess platform configuration, system inventory, server performance, and architectural fit
- **Runbook Review:** Create and maintain documentation of daily, weekly, and monthly maintenance tasks to ensure consistent platform health

Fast Escalation Path

TAMs serve as internal advocates for your organization within FireMon. When technical issues arise, your TAM accelerates time to resolution by working directly with FireMon's development teams, ensuring your case receives the priority it deserves.

Key Deliverables

- **Quarterly Security Review:** Includes deep visibility into KPIs such as firewall rule activity, unused and overly permissive rules, duplicate objects, shadowed rules, and more. The result is data-driven, prescriptive guidance for policy optimization.
- **Monthly Outcome Tracking:** Ongoing measurement of your FireMon usage, adoption metrics, and security improvements, helping demonstrate ROI internally.
- **Annual System Health & Architecture Review:** A snapshot of your FireMon deployment's performance, scalability, and technical integrity.
- **Ongoing Enablement:** Ad hoc training sessions, roadmap previews, and help with feature adoption ensure that your team stays ahead of the curve.

Value to You

With a FireMon TAM, you gain more than technical support—you gain a strategic partner. Your TAM helps align the FireMon platform with your organization's goals, provides continuity throughout your journey, and ensures ongoing success through expert-level insights and hands-on collaboration.

Benefits of a TAM engagement include:

- Improved time-to-value and system performance
- Embedded in daily operations, actively collaborating with your team to drive outcomes
- Acts as an extension of your team, aligning technical strategy with business goals
- Reduced time spent on troubleshooting and escalations
- Higher platform adoption across teams
- Enhanced compliance and audit readiness
- Informed decision-making through real-time visibility and metrics
- A dedicated voice inside FireMon representing your priorities and needs

TAMs are a force multiplier for your team, ensuring you don't just use FireMon, but fully leverage it to meet your security, compliance, and operational goals.