Sophos TAM

Technical Account Manager (TAM) Service

In today's ever-evolving threat landscape, organizations need more than just technology—they need expert guidance to leverage tools effectively, adapt to emerging risks, and align their security operations with business objectives.

Sophos TAMs bring the human element to cybersecurity—transforming technology investments into strategic assets. By blending technical expertise with personalized guidance, a TAM helps your organization reduce risk, improve efficiency, and stay ahead of emerging challenges. With a Sophos TAM by your side, you can focus on what matters most: driving business growth and innovation without compromising security.

Choose a plan that works for you

The level of support and advocacy should be aligned with your organisational needs.

	Enhanced	Enhanced Plus	TAM	TAM Plus
24/7 multi-channel support	✓	✓	✓	✓
Software downloads, updaes & maintenance	✓	✓	✓	✓
Access to support knowledgebase and support forums	✓	✓	✓	✓
Hardware replacement (appliances only)	✓	✓	✓	✓
Remote assistance support	✓	✓	✓	✓
Priority case and sample handling		✓	✓	✓
VIP Access to Senior Technical Resource team		✓	✓	✓
Access to regional TAM team			✓	✓
Personalized communications and alerts			✓	✓
Enhanced escalation			✓	✓
Named Technical Account Manager (TAM)				✓
Front of line access to product information				✓
Performance and feature optimization				✓

*Note:
- Global TAM offerings available upon request
- Enhanced plus support level is a prerequisite for TAM service
- TAM offerings may vary slightly based on region and other factors
- Regional TAM Team and Named TAMs cover local business hours

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Sophos TAM Plus offers customers a designated Technical Account Manager who acts as a proactive, trusted advisor, and primary point of contact for all technical matters. TAMs work closely with your team, building an in-depth understanding of your environment, security needs, and ongoing activities. They operate in conjunction with Sophos Global Support and other departments, delivering a concierge, proactive high-touch service, ensuring your organization maximizes the value of Sophos solutions.

Key Benefits

1 | Advocacy and tailored guidance

Off-the-shelf security solutions alone are rarely enough to meet the unique needs of complex environments. A TAM ensures your feedback, requirements, and challenges are heard and considered when shaping Sophos products and services. They advocate on your behalf—bridging the gap between your priorities and Sophos development teams to deliver meaningful outcomes.

Deliverables:
‣ Ensure your priorities are captured, understood and considered when developing product roadmaps and service enhancements
‣ Offer tips, best practices, guidance and technical expertise

2 | Proactive support and problem solving

Security threats are not always predictable, but your response can be. TAMs take a proactive approach, identifying risks and inefficiencies before they disrupt your operations. Through regular system health checks, telemetry reviews, and tailored recommendations, they help you stay ahead of potential issues—minimizing downtime and preventing security incidents from escalating.

Deliverables:
‣ Personalized communications, newsletters, notifications and product release planning
‣ Remote system health checks, product telemetry reviews and recommendations
‣ Monitoring of logged cases to facilitate timely handling and resolution

3 | Regular Communications and planning

Cybersecurity is not a "set-and-forget" function. TAMs work with your team to continuously refine and optimize your security infrastructure to meet evolving threats and business requirements.

Deliverables:
‣ Scheduled meetings – discuss open cases, operational items and upcoming releases
‣ Conduct quarterly service reviews and document key business processes and updates

4 | Incident Management, enhanced issue resolution and business continuity

Security isn't just about preventing threats—it's about enabling business continuity. When critical incidents happen, every second counts. A TAM acts as your single point of contact, taking ownership and coordinating resources across Sophos teams to resolve problems as quickly as possible. With direct access to senior technical experts and priority case handling, you'll experience faster resolutions, fewer disruptions, and better outcomes

Deliverables:
‣ When critical issues occur, TAMS take ownership and engage the best resources to resolve as quickly as possible with minimal disruption to users
‣ Review root cause to ensure Support, Customer or Partner learn from the incident

Need help with implementation or configuration?

Check out additional professional service offerings

Interested in our TAM offering?
Reach out to your local Sophos Sales representative for details.

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