



Forescout Shared Service Account Manager (S-SAM)

A **Shared Forescout Service Account Manager (S-SAM)** provides 30 percent of a full-time equivalent developing, cultivating and managing a world-class experience with Forescout customers. The S-SAM acts as the ultimate customer advocate and serves as Forescout's lead for services and support.

These Forescout consulting experts apply project management oversight skills for deployment services, conduct operational risk-mitigation reviews, drive customer escalations as needed, apply best-practice reviews and deliver insight and planning to customers—all of which enables them to optimize their Forescout investment. The S-SAM may be called upon from time to time to provide technical expertise to customers as they progress on their Forescout journey.

S-SAM Responsibilities

- Engage customers early in the deployment cycle to set expectations of people, processes and technologies as they relate to support and operation
- Provide oversight of deployment to ensure delivery, installation and customer time-to-value expectations are met
- Manage equipment installation and deployment requirements at each site
- Provide remote escalation management for critical escalations as needed

Customer Responsibilities

- Designate a project point of contact who understands customer requirements to interface directly with the S-SAM
- Provide appropriate remote access to personnel and facilities for the S-SAM to provide the necessary services
- Secure and install the required hardware platforms and ensure that they meet minimum requirements
- Provide access to system administration assistance for any hardware or networking issues:
 - Identify changed window times
 - Notify Forescout of any system, network, application or equipment modifications that may cause potential problems or deviations
 - Cooperate promptly in the overall project, particularly regarding requests for documentation and information

Highlights

Key Benefits

- <) Provides single point of contact for all post-sales support requirements
- <) Ensures your Forescout platform deployment keeps pace with your growing business needs
- <) Serves as primary focal point into Forescout for technical questions, ideas and support processes

Key Features

- <) **Customer Advocacy:** engaging with Forescout to address business/technical challenges and optimize the platform investment
- <) **Risk Mitigation:** coordination of operational risk mitigation reviews and consulting services engagements
- <) **Project Management:** applying administrative/oversight skills for deployment services and risk-mitigation reviews
- <) **Technical Expertise:** to advance customers on the Forescout journey from platform deployment to maturity

Packages

Designated Service Account Managers may work from the customer’s location or remotely. Both of these options include all activities outlined on the previous page.

PRODUCT	DESCRIPTION
FS-CC-SAM-30*	30 percent full-time equivalent Service Account Manager for one year.

***Notes**

1. Services are subject to the terms and conditions set forth at <https://www.forescout.com/eula>



Forescout Technologies, Inc.
 190 W Tasman Dr.
 San Jose, CA 95134 USA

Toll-Free (US) 1-866-377-8771
 Tel (Int'l) +1-408-213-3191
 Support +1-708-237-6591

Learn more at [Forescout.com](https://www.forescout.com)

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