



# Forescout Service Account Manager (SAM)

A **Forescout Service Account Manager (SAM)** is responsible for developing, cultivating and managing a world-class customer experience for Forescout customers. The Forescout SAM acts as the ultimate customer advocate and serves as Forescout's lead representative for services and support.

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

## SAM Responsibilities

- Engage customers early in the deployment cycle to get them on board and set expectations around people, processes and technologies as they relate to Forescout support and operations
- Provide deployment oversight to ensure delivery, installation and customer time to value is achieved
- Work with customers to manage the scale and growth of their Forescout deployment
- Lead customer care account review meetings and quarterly business reviews
- Manage equipment installation and deployment requirements at each site
- Provide consolidated reports on all support-related account activity
- Provide escalation management for critical escalations as needed

## Customer Responsibilities

- Designate a project point of contact who understands customer requirements to interface directly with the SAM
- Provide appropriate access to personnel and facilities to enable the SAM to provide services
- Secure and install the required hardware platforms and ensure that they meet minimum requirements
- Provide access to System Administration assistance
  - 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 deployment keeps pace with your growing business needs
- <) Serves as primary focal point into Forescout for technical questions, ideas and support processes
- <) Offers customized operational reporting and quarterly business reviews

### Key Features

- <) **Customer Advocacy:** proactively address business/technical subjects
- <) **Risk Mitigation:** coordinate operational risk mitigation reviews and consulting services engagements
- <) **Project Management:** apply project management oversight for deployment services and risk mitigation reviews
- <) **Technical Expertise:** coordinate access to technical experts to advance customers on the Forescout journey

## Packages

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

PRODUCT	DESCRIPTION
FS-CC-SAM-100*	Full-time equivalent Service Account Manager for one year.

**\*Notes**

1. Travel expenses are not included in the price
2. Services are subject to the terms and conditions set forth at <http://www.forescout.com/eula>



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