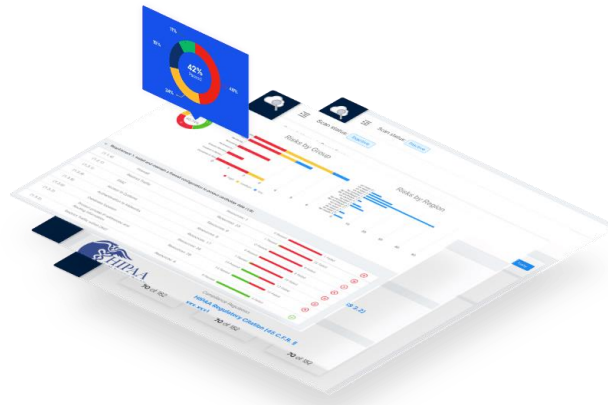


Technical Account Management Services

Maximize the value of your Cloud Security and Compliance investments

Better strategic and technical alignment between you and Cloudnosys by:



- Reviewing your current cloud and compliance security processes and identifying gaps.
- Identifying technical, business, and cloud threat best practices tailored to your organization
- Developing security solutions best practices specific to your needs
- Assists with crisis and incident management related with Cloud
- Work closely with Auditors to prove compliance with evidence data within Cloudnosys Platform
- Develop guard rail policies based on your compliance regulation (HIPAA, PCI, NIST etc.).
- Work with your Security Operations Center (SOC) team to build remediation plans.

The Cloudnosys Technical Account Manager (TAM) Service is designed to help you maximize value from our Cloud Security and Compliance platform while increasing your organization's security maturity. The TAM service promotes adoption of the Cloudnosys Security Platform and accelerates your return on investment through tailored guidance and focused support. TAM ensures the optimal integration between Cloudnosys and the rest of your security tools and business process for audit and compliance. Tap Cloudnosys expertise to help you refine Cloud Security, Compliance and SOC processes, shape your Cloud cybersecurity program, and optimize Cloudnosys — from deployment health to automating incident resolutions to meet compliance faster. Our TAM experts have deep Public Cloud cybersecurity knowledge and a diverse technical background in Cloudnosys from global multi-tenant deployments to provide both immediate and long-term security program success.

How the TAM Service Works

Your TAM will coach your organization and advocate on your behalf across this year-long engagement. Your TAM will guide the implementation and maturity of your Cloudnosys solutions in alignment with your organization's specific security architecture, compliance mandates, technical environment, business goals, and operational objectives. This proactive approach ensures your organization engages the right resources at the right moments and charts your progress to your overall goals. Expect your TAM to track projects and initiatives, coordinate Cloudnosys resources for your benefit, and ensure quick resolution to your support issues. As your advocate, your TAM will submit and track your product enhancement requests and will work alongside the Engineering and Product Management teams to prioritize your requests.

OPTIMIZE SECURITY OPERATIONS

- Scheduled assessments, reviews, and analyses
- Knowledge, skill transfer and IT staff training
- Prevent issues and resolve challenges faster

CLOUD PROTECTION

- Ensure proactive protection of your data and application by continues weekly reviews of your alerts and remediations

TECHNOLOGY ADOPTION

- Risk mitigation and impact assessment before new technology integration
- Leverage new products and capabilities quickly
- Solutions that work and align to your IT business priorities



Service Features and Deliverables

TECHNICAL SUPPORT

Experienced Solutions Specialist for guidance on all matters. Implement best practices, recommendations for optimal performance Insight and planning

ZERO DOWNTIME

Immediate proactive access to the right resources and at the right time.

TURNKEY SOLUTIONS

Cloudnosys makes your Cloud Security journey safe and secure quickly with minimal risks.

Deliverable	Frequency	Description
Success plans	Ongoing	Works with you to build a customized plan that ensures you are getting the most value out of your Cloudnosys security products and services.
Status meetings	Monthly <i>(minimum)</i>	Meetings at least once per month to review status of your Cloudnosys Environment, and security findings. Meetings typically include: <ul style="list-style-type: none">• Success plan progress• Support ticket review• Technical Q&A, Security and Compliance policy reviews• Preview of upcoming Cloudnosys releases
Technical expertise	Ongoing	Serves as the Cloud Security and Compliance technical and escalation point of contact post-deployment, offering guidance on best practices, assessments and recommendations tailored to your organization's security and compliance mandates. Assist in proving compliance to Auditors.
Customer advocacy	Ongoing	Advocates for you and your specific needs within Cloudnosys.
Escalations / Issue management	As needed	<ul style="list-style-type: none">• Escalates support tickets and other issues as necessary• Manages critical situations
Health check	Annually	Conducts a comprehensive review with you, including: <ul style="list-style-type: none">• Current deployment health• Security guardrail policies and remediation workflows• User on-boarding and off-boarding• Cloud Security Best practices review• Identification of opportunities to use additional Cloudnosys security capabilities to ensure you receive maximum value from your existing Cloudnosys investment• Progress measurement against the previous health check• Discuss and help architect integrations to your existing systems



Service Terms and Conditions

Package Sizes

- Packages are available in one month increments of for percentage of a Full Time Equivalent (FTE) resource. An FTE is defined as 40 hours per week, 50 weeks per year. The FTE percentages available are 10%, 20%, 30%, 40%, to 100% for 12 months of service. The percentage size is noted on the Order Schedule.

Subscriber Responsibilities

- Subscriber will commit the necessary skilled resources, management time to support the objectives of the chosen activities for the length of the engagement. Such as assist in building security policies to meet PCI Compliance etc.
- Subscriber will provide timely access to stakeholders, subject matter specialists and other required personnel on an as-needed basis.
- Subscriber will provide the Cloudnosys team with access to applicable information needed to fulfill Cloudnosys's obligations and deliverables, subject to restrictions and other terms of any existing agreements.

Assumptions

- Cloudnosys will assess Subscriber's current state of cloud security and compliance maturity and develop a recommended schedule of activities to be performed throughout the purchased package term that align to Subscriber's objectives within the allotted FTE percentage. Cloudnosys and Subscriber will mutually agree to these activities and schedule.
- From time to time the Cloudnosys team requires explicit approvals to take certain actions that could impact Subscriber's cloud security posture. This approval should be granted in such a way to ensure there is an audit trail of statement of action, justification, schedule, responsible parties, approvals, and results. Cloudnosys will document any Subscriber approval rules. Such as changing security policies in the system to meet a compliance, remediation or other noted actions.
- Cloudnosys will provide the Technical Account Management Services on a remote basis. If Subscriber requests the Cloudnosys Technical Account Management Consultant to travel to Subscriber location, up to one 2-day on-site visit will be provided per three-month period, with travel dates mutually agreed upon. Travel expenses will be paid by Subscriber.
- The term of the Cloudnosys Technical Account Management Services will begin on the Commencement Date and continue uninterrupted for the Cloudnosys Technical Account Management Services term so purchased. The "Commencement Date" will be one of the following: (a) the Commencement Date specified in the Professional Services Packages table in the applicable Order Schedule, (b) the first day of the Cloudnosys Technical Account Management Services term specified in the Professional Services Packages table in the Order Schedule, or (c) if no such dates are specified, a date mutually agreed upon in writing between the parties and subject to the limitations stated below. The Commencement Date will occur within first month of the Order Schedule Date. Email confirmation is acceptable for the purposes of establishing a Commencement Date.
- Cloudnosys Technical Account Management Services hours must be used by Subscriber monthly and any unused hours remaining at the end of each month are automatically forfeited and expire and do not roll-over or carry to subsequent months. In the event the Technical Account Management Services Consultant is on vacation or holiday and is unable to provide the monthly hours within a particular month, the monthly hours will be delivered by another Cloudnosys resource or delivered in a future month within the term of the Order Schedule.
- Unless otherwise agreed upon between the parties, primary working hours will be conducted during the Subscriber local time, Monday through Friday between 7:30am and 3:30pm EST USA Time.

TAM BENEFITS

Provide insider information and exclusive previews Advocate customer concerns and feature request Understand Business objective and meet operational requirements

FOR MORE INFORMATION

Please visit us on the Web at: www.cloudnosys.com or email info@cloudnosys.com

