Technical Service Management (TSM)

Save time and maximize the value of your security investments

You have a vast array of technical solutions from various vendors to keep up with. Having an in-depth understanding of them all, and their latest changes, can feel like mission impossible. When technical difficulties come up, you want to get them solved quickly and without any unnecessary headaches.

Technical expert advocates for you at WithSecure™

WithSecure™ Technical Service Manager (TSM) is your dedicated advocate, co-securing your business through close dialogue and collaboration. Your TSM acts as your main point of contact for

technical matters and saves you time by proactively looking after support cases, guiding solution decisions, and assisting in projects, deployments, and configurations. You can rest assured that your open support cases are prioritized, while concerns are both heard and immediately addressed.

WITH secure®

WithSecure™ TSM:

Saves you time

- One point of contact with an in-depth understanding of your IT environment
- Continuous support case monitoring
- Proactive support case follow-up
- Deployment guidance

Gives you clarity and peace of mind

- On-demand health checks
- Regular service review meetings
- On-time communication about product updates
- Instant heads-up about known issues and recommended fixes

Maximizes your ROI

- Regular solution assessments
- Personalized upgrade recommendations
- Tailored configuration consultations
- Access to WithSecure™ subject matter experts
- The opportunity to influence product roadmaps

In-depth understanding of your IT environment ensures best business outcomes

Your TSM is your internal agent, who gathers subject matter experts from across WithSecure™ to solve your problems and achieve the best business outcomes. Your personal champion understands not only the solutions inside and out, but also the characteristics and complexities of your environment. Your TSM sees the big picture related to your support cases over a longer period of time. This lets you move away from quick fixes to more holistic improvements.

With the help of your TSM's extended expertise, you can optimize product configurations to match your IT environment. You can also discuss the latest and upcoming features and functionalities, and influence future roadmaps.

Co-secure your WithSecure™ Elements environment with a dedicated technical champion.

On-time communication about updates, common issues and recommended fixes

Continuous monitoring and follow-up of ongoing support issues

Flexible meeting cycles as preferred

On-demand configuration consultations

Roadmap walkthroughs and solution recommendations

Regular service and roadmap reviews