Cloudflare Technical Account Management (TAM)

Service Overview

Streamlined, Expedited Technical Support

Cloudflare Technical Account Managers (TAMs) help enterprises save time and resources by centrally managing your technical support requirements, tickets, and requests across Cloudflare solutions. Adding a TAM provides a single point of contact, responsible for Cloudflare strategic support needs and ensuring priority response to escalations.

Cloudflare TAM service is well suited for organizations in need of elevated, specialized support due to:

- Unique infrastructure implementations
- Strict regulatory requirements
- Staffing augmentation needs or limitations
- Enhanced SLA requirements

Cloudflare TAMs learn your organization's requirements and work in concert with your technical teams daily, answering questions, and proactively communicating updates. TAMs track tickets and analyze behavior, providing best practices and recommendations to help prevent issues from occurring.

About Cloudflare TAMs

Understands your deployment & tech stack	
Manages escalations	Expedites resolution
Provides updates	Delivers reports

Single Point of Contact

Named TAM contact

Cloudflare technical support expert

No cap on TAM service utilization for duration of contract

TAM Slack channel

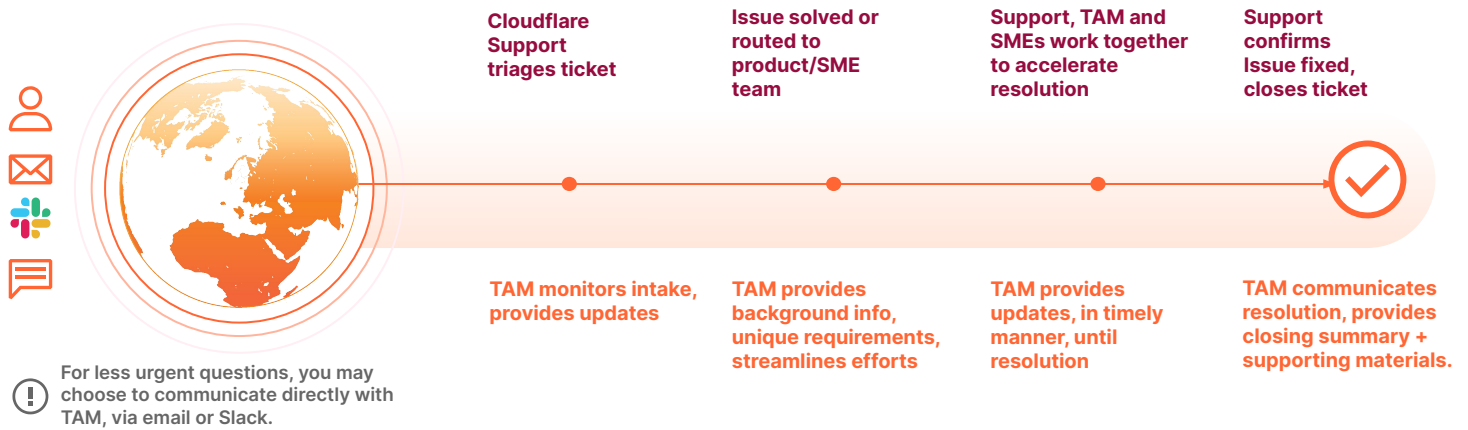Event-based, shared, and fully dedicated options available

Globally Consistent

Primary TAM in selected region

Access to global TAM team

24/7/365 phone hotline support

Adherence to TAM service SLAs, including 30 min P1 response

Proactive Technical Support

Ticket inventory management

Summary reports (weekly/monthly)

Escalated incident management

Scheduled and emergency maintenance notifications

Lifecycle of a Ticket with Cloudflare TAM Service

Cloudflare Support triages ticket

Issue solved or routed to product/SME team

Support, TAM and SMEs work together to accelerate resolution

Support confirms Issue fixed, closes ticket

TAM monitors intake, provides updates

TAM provides background info, unique requirements, streamlines efforts

TAM provides updates, in timely manner, until resolution

TAM communicates resolution, provides closing summary + supporting materials.

For less urgent questions, you may choose to communicate directly with TAM, via email or Slack.

Continuous Optimization

Cloudflare TAM service provides a single point of contact, partnered with your technical team, to help optimize everyone's time. This force multiplication of effort drives results and improvement quickly by:

- Reducing back and forth, shortening time to resolution
- Providing detailed, summary reports to keep everyone on the same page
- Measuring progress, helping reduce number of issues over time

Ultimately, adding a Cloudflare TAM helps over-burdened IT teams gain the benefit of a solution support expert managing routine tasks, enabling them to focus on more strategic, high impact priorities for your organization.

About Cloudflare

Cloudflare is unifying network, application, and security solutions to transform organizations and power the future of the Internet.

See why Cloudflare is recognized over 60 times by leading analyst firms Gartner, Forrester, and IDC.