Operationalize OT Cyber with a Technical Account Manager

Accelerate value attainment by leveraging a Technical Account Manager (TAM) to help you learn how to operate key OT cybersecurity use cases.

Developing and executing a strategy to secure your industrial control systems (ICS) and operational technology(OT) is critical for industrial companies. But purchasing a cybersecurity solution is one step, and most organizations are constrained in developing the skills and processes to effectively implement the OT security solution and realize the expected value.

The Dragos Technical Account Manager (TAM) helps to tune your OT environment and develop your team's skills to operate the Dragos Platform effectively in production environments. Dragos TAMs are experts in the Dragos Platform and Dragos WorldView threat intelligence. Their mission is to help you become self-sufficient in key OT cybersecurity use cases, so you can more quickly realize the value of the Dragos Platform in protecting your organization's critical production systems.

Help Tuning Your Environment

OT environments are complex. Each has its unique characteristics. TAMs work with you to build a complete asset inventory, tune the engines, and configure the rule sets to match your context.

Operationalize Key Use Cases

TAMs focus on key uses cases, such as: Dragos Platform administration, asset inventory, vulnerability management workflow, threat activity, and threat detection triage. The goal is to transfer knowledge and develop your skills to be self-sufficient.

ENLISTING A TECHNICAL ACCOUNT MANAGER

- Go to the Dragos Customer Portal.

- Click the **"TAM & Intel TAM"** request.

- Add a brief description of the kind of help you're seeking.

- Coordinate activity with the responding TAM, typically, within one day of submittal.

- Be sure to establish a regular cadence with your TAM!

If you desire a dedicated or full-time TAM, contact your Dragos sales representative.

Deliver Value to Operations

In addition to helping to protect your operational technology from cyber risk, the Dragos Platform provides deep analysis to uncover network and asset misconfigurations and faults, with the deep visibility to identify root cause of numerous operational issues.

OT Cybersecurity Use Case Focus

DRAGOS PLATFORM TAM	DRAGOS WORLDVIEW OT CYBER THREAT INTELLIGENCE TAM
Asset Zoning	Tech Stack Integration Using the Worldview API
Asset Validation and Enrichment	Intel Report Usage and Intel Socialization
Notification Tuning	Threat Briefings and Executive Reporting
Gathering Evidence (E.G. Dashboards, Qfds, Maps, Kibana)	Vulnerability Management Workflow
Vulnerability Management	SOC Integration
Operational Use Cases	Threat Hunt Guidance/ IOC Usage
Business Reviews	Provisional Intelligence Requirements (PIR) Documented

Dragos TAMs Are Part of the Customer Experience Team

The Dragos Customer Experience team is dedicated to fostering an ongoing working relationship with each client, from design through operationalization and optimization.

All Dragos Platform and WorldView customers have access to the Dragos Technical Account Management (TAM) team. Think of the TAM team - a key partner in the implementation and operationalization of our technology and toolsets over the lifetime of using our products.

About Dragos, Inc.

Dragos, Inc. has a global mission to safeguard civilization from those trying to disrupt the industrial infrastructure we depend on every day. Dragos is privately held and headquartered in the Washington, DC area with regional presence around the world, including Canada, Australia, New Zealand, Europe, and the Middle East.

Learn more about our technology, services, and threat intelligence offerings:

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