



Client Service Management and Technical Account Management

Can you guarantee long-term cybersecurity protection?

Cybersecurity risks can seem extremely daunting. The right protection must be available for a variety of potential issues – hacked client data, leaked corporate strategy, and malware attacks for example – across a range of industries with differing priorities. Client Service Management (CSM) and Technical Account Management (TAM) from NTT Security give you the protection you need, backed by our many years of cybersecurity experience and expertise.

Client Service Management (CSM) implements and manages quality IT services; meeting the needs of your business, defining deliverables and setting expectations to ensure correct alignment and partnership development. Your Client Service Manager delivers reliable, seamless service management to govern, maintain and improve the delivery of contracted Managed Security Services (MSS). CSM (available at both Standard and Enhanced levels) ensures attacks on your security services are quickly identified, addressed and appropriately communicated, with the root cause of problems efficiently investigated and resolved, and that any changes to the security service are planned, risk-assessed, managed and communicated effectively.

Our **Technical Account Management (TAM)** service is a security management function, supporting Managed Security Services (MSS) clients. Experts in cybersecurity and with a strong operational focus, the TAM team supports you as part of a long-term relationship to get the best value out of your managed services. Our team's deep understanding of your business objectives ensures you benefit from an optimized service, with TAM as the escalation point for any future security incidents to provide appropriate remedial activity.

NTT Security CSM provides:

- Service management: NTT portal orientation, service reviews of MSS Client service information
- All client service requests routed through the NTT Security service desk
- Contract management: validation, set-up, maintenance and updates for established security issues
- Remote support, escalation co-ordination, and problem management for developing/ongoing security risks
- Quarterly service review
- Full co-operation with TAMs

Benefits of NTT Security CSM and TAM services:

- Strong long-term security partnership
- Improved business intelligence
- Assisted governance and compliance
- Continuous improvement and development
- Defined processes and applied expertise
- Lifecycle management

NTT Security TAM provides:

- Management of your security lifecycle
- Security/technical communications to all stakeholders as service standard
- Proactive service improvement to understand your needs to identify solutions to non-standard issues
- Translation of service capabilities in meetings, reports, and other communications
- Management of ongoing security actions, updates, escalations, incidents, support requests and emergencies
- Full co-operation with CSMs

Client Service Management - STANDARD

CSM Standard is a security service desk, providing core service management functions as the foundation and mandatory service to all MSS clients. You are supported by the service transition and CSM Standard function to ensure success.

Client Service Management - ENHANCED

CSM - Enhanced or (CSM-E) provides proactive service delivery management, in addition to the CSM Standard services. CSM-E provides personalized service

management for large, complex or key accounts, and includes additional elements delivered via a designated resource; each additional element compliments the MSS portfolio with strong delivery and service management skills, including fundamental knowledge of cybersecurity and the portfolio of services.

See Figure 1 below for details of the service level distinctions.

Figure 1: Client Service Management is available at Standard and Enhanced levels

Service Management Scope	CSM Standard	CSM Enhanced
Service Desk	✓	✓
New Client Onboarding, Service Change, Deal review	✓	✓
Service Transition CSM tasks	✓	✓
Maintain Contract Database	✓	✓
NTT Security portal / ITSM orientation and support	✓	✓
Standard Monthly Reporting (Self service via NTT Security portal)	✓	✓
Quarterly Service and Reporting Review	✓	✓
Designated Client Service Manager		✓
Non Standard Reporting		✓
Monthly Service Review and Reporting		✓
Change Management and Change Advisory Board (CAB)		✓
Continuous Service Improvement Management		✓
Onsite attendance as required (subject to geographic availability)		✓

About NTT Security

NTT Security is the specialized security company and the center of excellence in security for NTT Group. With embedded security we enable NTT Group companies to deliver resilient business solutions for clients' digital transformation needs. NTT Security has 10 SOCs, seven R&D centers, over 1,500 security experts and handles hundreds of thousands of security incidents annually across six continents.

NTT Security ensures that resources are used effectively by delivering the right mix of Managed Security Services, Security Consulting Services and Security Technology for NTT Group companies – making best use of local resources and leveraging our global capabilities. NTT Security is part of the NTT Group (Nippon Telegraph and Telephone Corporation), one of the largest ICT companies in the world. Visit [nttsecurity.com](https://www.nttsecurity.com) to learn more about NTT Security or visit www.ntt.co.jp/index_e.html to learn more about NTT Group.