Delinea Designated Support Engineer

At-A-Glance

At Delinea, we recognize that IT Security Teams have enough on their plates. That is why we are pleased to offer a Designated Support Engineer service to help support your IT teams and manage your interactions with Delinea Support, including troubleshooting Delinea Support cases, assisting with case escalations, and regular case reviews. The Delinea Designated Support Engineer is your support advocate who ensures seamless technical support tailored to your unique needs. By signing up for either a Designated Support Engineer, or for our Premium+ support offering with our award-winning technical support services, you unlock:

Top-Tier Technical Expertise

- **Focused Account Management:** Designated Support Engineers (DSE) are assigned a limited number of accounts to ensure personalized and effective support.

- **In-Depth Understanding:** Possess a comprehensive knowledge of the assigned account's business objectives and technical priorities.

- **Specialized Expertise:** Develop a thorough understanding of the assigned account's product use cases and architecture for tailored guidance and efficient issue resolution.

Proactive Collaboration

- **Regular Case Reviews:** The DSE will lead routine ticket review sessions to ensure issues are addressed efficiently and proactively.

- **Engagement in Business Reviews:** Participate in Quarterly Business Review (QBR) sessions organized by the Accounts team and/or TAM to align goals, progress, and strategic planning.

Environment Familiarization & Documentation

- **Understand Goals and Challenges:** Gain a clear understanding of your objectives, priorities, and any challenges you are facing to provide targeted support.

- **Familiarize with Current Environment:** Review the state of your existing setup to facilitate faster troubleshooting and more efficient issue resolution.

- **Assist with Documentation:** Collaborate with Technical Account Manager (TAM), where applicable, to ensure environmental details are thoroughly documented and accessible to the entire Global Technical Support team. This reduces repetitive information requests and accelerates the support process for all users.

Case Prioritization

- **Initial Case Assessment:** The Designated Support Engineer (DSE) performs an initial review of cases to confirm accurate prioritization.

- **Collaborative Resolution:** Work closely with other Support Engineers, Advanced Support, Technical Account Managers, Product Management, and Engineering teams to ensure customer issues are quickly and properly addressed.

Incident Handling

- **Ownership of Major Incidents:** During their regular hours, the DSE will take ownership of all major incidents. Major incidents are defined as Priority 1 and Priority 2 issues, which include total system outages or critical feature failures.

- **Support for Non-Major Incidents:** The DSE will also manage most non-major incident cases (Priorities 3 through 5). If other Support Engineers are assigned to these cases, the DSE will remain involved, offering guidance and ensuring effective resolution.