Delinea

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.

Customer Experience Service Offerings

	DSE Only	TAM Only	Premium+ (TAM + DSE)
Resourcing	• Designated Support Engineer (DSE). • Assigned to a limited number of accounts	• Technical Account Manager (TAM). • Assigned to strategic accounts	• TAM and DSE assigned jointly to account
Meeting Cadence	• Case based interaction. • Leads regular case reviews. • Assist & Participates in QBRs	• Weekly or as needed. • Leads strategic sessions • Assist & Participates in QBRs	• TAM drives strategic sessions • DSE joins QBRs and leads case reviews
Strategic Role	• Deep technical expertise • In-depth knowledge of account architecture & goals • Specialized in product use cases	• Voice of customer • Strategic planning & deployment • Product SME • Trend analysis	• Combines TAM's strategic vision with DSE's in-depth technical execution
Support Case Ownership	• Owns most cases (P1–P4) • Performs initial case triage • Leads troubleshooting & resolution • Guides other support engineers • Escalates as needed	• Monitors support trends • Escalates strategically • Not the case owner	• DSE owns cases and coordinates with TAM for escalation visibility and customer alignment
Incident Management	• Owns all major incidents during regular hours • Supports non-major incidents with oversight • Ensures priority escalations reach Advanced Support and/or Engineering	• Stays informed on incident status • Escalates high-impact issues • Aligns incident communication with customer goals	• DSE leads resolution • TAM manages communication and business impact
Proactive Case Management	• Leads regular ticket reviews • Prioritizes issues accurately • Tracks case progress • Engages cross-functional teams	• Reviews trending data • Identifies recurring issues • Escalates chronic problems	• Joint monitoring and prioritization across business and technical lenses
Environment Familiarization	• Documents environment details • Understands customer setup & goals • Enables faster, contextualized support • Reduces repetitive info gathering	• Documents environment details • Understands customer setup & goals • Reduces repetitive info gathering	• TAM references documented environment • DSE maintains accuracy for efficient case handling
Product Updates	• Case based updates for related bug fixes.	• Notifies customers of upcoming releases • Explains potential impact • Tracks regressions	• TAM leads comms • DSE provides technical input and impact assessment
Product Configuration	• Advises on technical design decisions • Reviews customer configurations • Ensures scalability and stability	• Conducts Best Practice Assessments (BPAs) • Reviews use cases • Guides strategic alignment	• DSE and TAM jointly guide design and strategic use
Feature Requests	• Provides technical rationale and use case context to Product team for related cases.	• Works with Product Management to prioritize requests	• Joint effort: TAM drives prioritization; DSE provides technical justification
Training & Enablement	• Targeted case based show and tells during troubleshooting	• Demos product features	• Full TAM enablement • Opportunity for 5 people to earn one expert-level technical certification (Delinea Platform or Secret Server On-Premises)
How to reach us	Work with your Account Team for any ongoing day-to-day questions or needs. If you have Technical Support issues, please continue to follow our recommended best practices for working with Support which can be found at support.delinea.com.		

Delinea

Delinea is an identity security platform governing what AI agents, humans and machines can do, and for how long. Just-in-time authorization extends privileged access management from access to action, cutting standing privilege across on-premise, multi-cloud and ephemeral infrastructure. Its platform scores identity risk and keeps access decisions auditable. Over 9,000 organizations, including two-thirds of the Fortune 100, rely on Delinea. Learn more at **delinea.com**.

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