

Confessions of an Account Manager



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Travis Boyd

ASSISTANT SALES MANAGER, SECURITY
MBA



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Paul Hodnett

ASSISTANT SALES MANAGER, TANDEM



3



Zachary Burkholder

ACCOUNT MANAGER



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Disclaimer

A FEW THINGS FIRST

This presentation is for information only.

Evaluate risks before acting based on ideas from this presentation.

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Travis Boyd

ASSISTANT SALES MANAGER, SECURITY
MBA



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Agenda

Personal Introduction into Tandem

1



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Agenda

Personal Introduction into Tandem

1

2

Tools I used to learn Tandem



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Agenda

Personal Introduction into Tandem

1

2

Tools I used to learn Tandem

How to train yourself and employees on Tandem

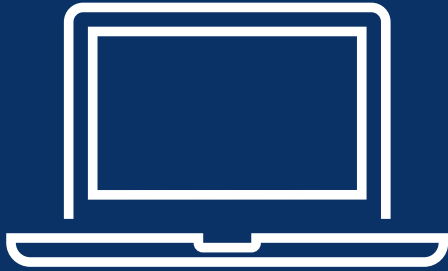
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About Me

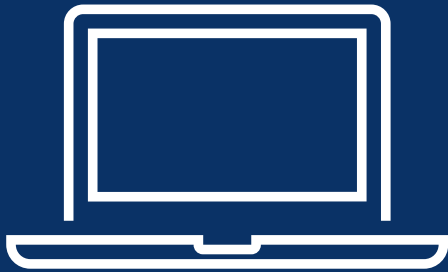


How-To Videos



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How-To Videos



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Tools I used to learn Tandem



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Tools I used to learn Tandem



- Welcome to Tandem Video



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Tools I used to learn Tandem



- Welcome to Tandem Video
- New Videos



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Tools I used to learn Tandem



- Welcome to Tandem Video
- New Videos
- Tandem Introductory Videos



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Tools I used to learn Tandem



- Tandem Training: Ask Me Anything
- Additional Resources



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Tandem Video Training



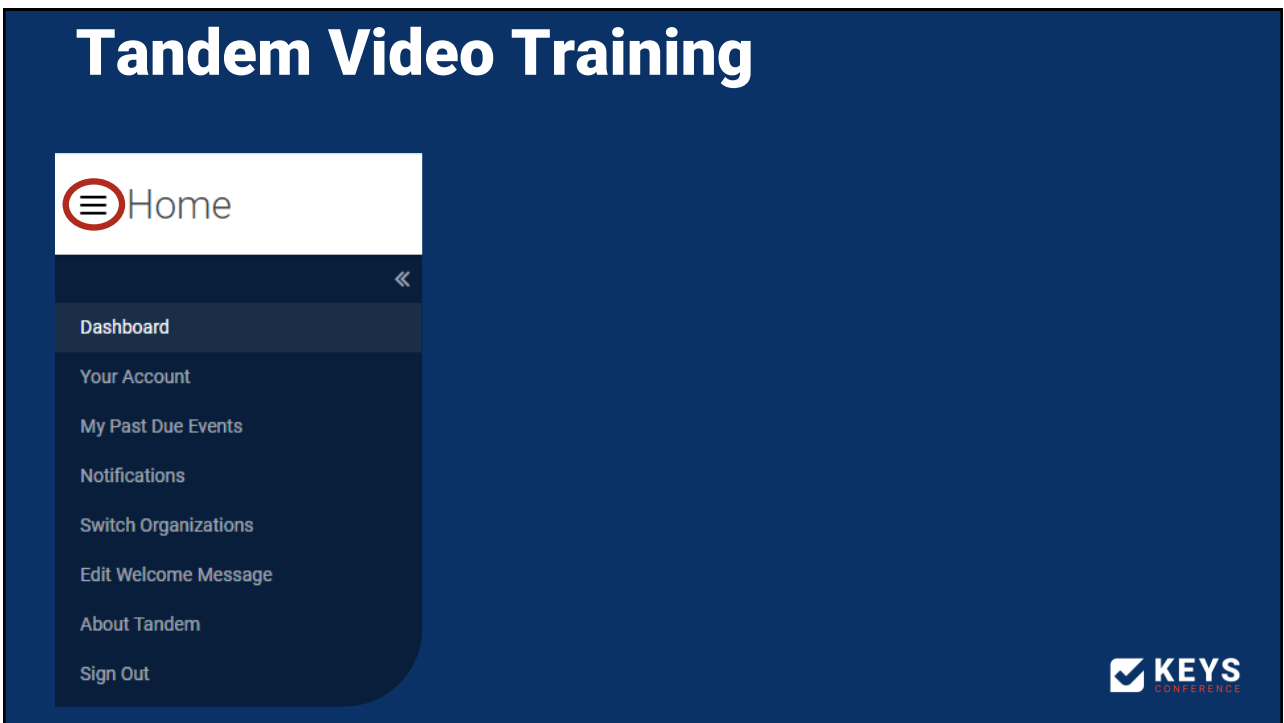
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Tandem Video Training



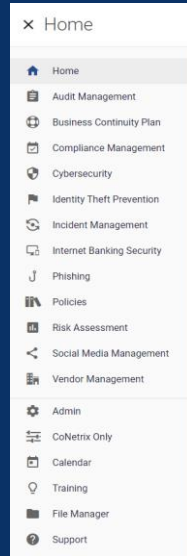
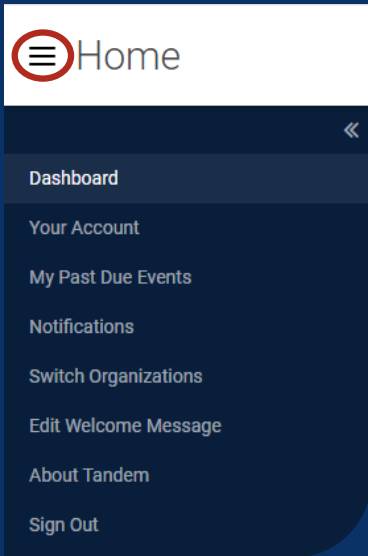
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Tandem Video Training



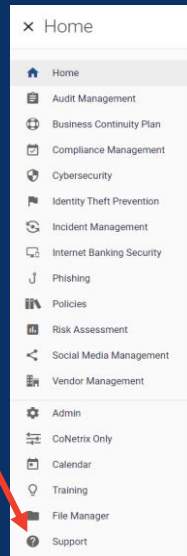
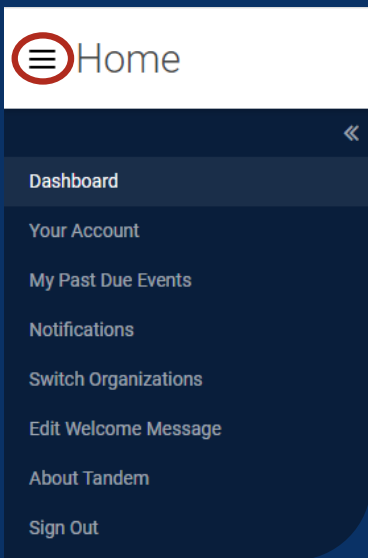
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Tandem Video Training



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Tandem Video Training



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Tandem Video Training

Support Dashboard

The dashboard features five tiles arranged in two rows. The top row contains three tiles: 'Knowledge Base' (blue), 'Contact Support' (purple), and 'Software Updates' (orange). The bottom row contains two tiles: 'Due Diligence' (green) and 'Videos' (red). Each tile includes an icon, a title, and a brief description of the service.

- Knowledge Base**: Search the Knowledge Base to find tutorials for each product and answers to common questions.
- Contact Support**: Can't find what you need? Support is here to help 8:00 AM to 5:00 PM (CT), Monday through Friday.
- Software Updates**: Read the Software Updates to learn what's new in Tandem.
- Due Diligence**: Download Due Diligence files, including our insurance, W9, SOC report, and more.
- Videos**: Watch recordings of recent Tandem training webinars and security education sessions.



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Tandem Video Training

Support Dashboard

This dashboard is identical to the one on slide 23, but with a red circle highlighting the 'Videos' tile in the bottom row.

- Knowledge Base**: Search the Knowledge Base to find tutorials for each product and answers to common questions.
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Tandem Video Training

Videos

Help

Welcome to Tandem!

Recorded Date	Title
10/7/2021	Welcome to Tandem!

New Videos

Recorded Date	Title
2/1/2022	A Banker's Guide to Understanding the New Incident Notification Rule
12/2/2021	How to Cut Your Vendor Due Diligence Process in Half
1/11/2022	What the New ACET Means for Your Next IT Exam

Tandem Introductory Videos

Recorded Date	Title
11/22/2021	Active Directory Connector
11/22/2021	Audit Management (Standard and Pro)
11/22/2021	Business Continuity Plan
11/22/2021	Compliance Management
11/22/2021	Cybersecurity Assessment Tool
11/22/2021	Identity Theft Prevention Program
11/22/2021	Incident Management



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Tandem Video Training

Videos

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- Welcome to Tandem!



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Tandem Video Training

Videos	
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- Welcome to Tandem!
- New Videos



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Tandem Video Training

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- Welcome to Tandem!
- New Videos
- Tandem Introductory Videos



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Tandem Video Training

- Creating your IRP 1:48
- Action Plans 5:18
- Incident Tracking 11:15
- Reports & Deliverables 17:33
- Training in Tandem 18:42
- Resources 21:09
- Pricing 23:20

- Each Introductory Video has an agenda with time stamps



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Tandem Video Training

Tandem Training: Ask Me Anything	
Recorded Date	Title
4/28/2021	Admin and Global Features
12/15/2021	Audit Management
1/26/2022	Business Continuity Plan
9/8/2021	Getting Started
6/24/2021	Hot Topics
11/3/2021	Incident Management
3/17/2021	Phishing & Training
Additional Resources	
Recorded Date	Title
9/23/2021	A Review of the FFIEC's New Authentication and Access Guidance ▾
8/31/2021	The New FFIEC Architecture, Infrastructure, and Operations Booklet ▾
8/17/2021	Saving Time as an ISO ▾
4/20/2021	Third-Party Incident Handling ▾
2/4/2021	Tandem Incident Management Software Demo ▾
1/26/2021	How to Create an Effective Incident Management Plan ▾

- Ask Me Anything
- Additional Resources



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“You’ve taken your first step into a larger world.” - Obi - Wan Kenobi



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Paul Hodnett

ASSISTANT SALES MANAGER, TANDEM



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Youth Ministry Story
Taking the plunge



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A resource that has helped me learn about...



Tandem™



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Knowledge Base Articles

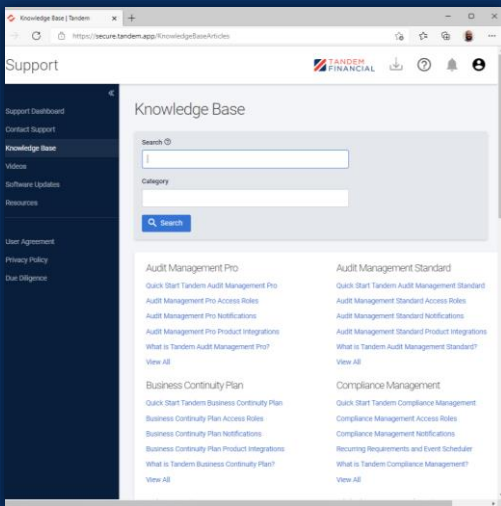
HELP!



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Knowledge Base Articles


HELP!




- Search by keyword
- Robust
- Customer Support



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Knowledge Base Articles
A FEW OF MY FAVORITE THINGS




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Knowledge Base Articles

A FEW OF MY FAVORITE THINGS

- Quick Start* **1**
- 2** *What is...*
- Tandem Training Options* **3**



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Knowledge Base Articles



BACK TO THE BASICS

Football

John Madden

"Be in the right position and tackle well."

Business

Zig Ziglar

"Thriving businesses strive to help their customers."

Star Wars

Yoda

"Do or do not, there is no try."

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BACK TO THE BASICS



How do you prepare to do an extensive project in Tandem?



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KNOWLEDGE BASE ARTICLES

Knowledge Base Articles are not only beneficial for newer customers, but they can be a great resource for seasoned Tandem users as well.

- Paul Hodnett



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A resource that has helped me learn about...



Tandem™



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Zachary Burkholder

ACCOUNT MANAGER



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Why?



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Why the Why?

Agenda

Be Prepared

1

2

Make Informed Decisions

Keep up with Trends

3

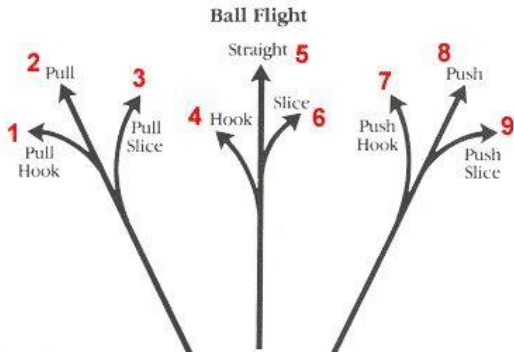


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Be Prepared

Why the Why?

Golf



Incident Management



5 Benefits of an Incident Tracking System

Published Date: Dec 8, 2021

Alyssa Pugh

INCIDENT MANAGEMENT

In this article, we'll provide you with five benefits of an Incident tracking system, as well as some resources to help you get started.



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Who's behind this?

Why the Why



Alyssa Pugh

- Support Specialist
- Support Manager
- GRC Content Manager



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Make Informed Decisions

Why the Why?

ESPN



'Unfinished business': Brady returning as Bucs QB
By Jenna Lalline

AIO Booklet



FFIEC Releases New Architecture, Infrastructure, and Operations Booklet

Published Date: Jul 8, 2021

Alyssa Pugh

BUSINESS CONTINUITY PLANNING | SECURITY AND COMPLIANCE | FINANCIAL INSTITUTIONS

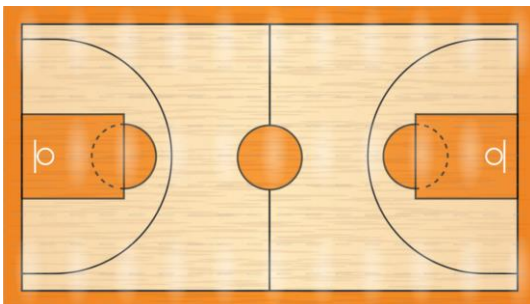
On June 30, 2021, the Federal Financial Institutions Examination Council (FFIEC) released a new Architecture, Infrastructure, and Operations (AIO) booklet.



Keep up with Trends

Why the Why?

Gameplans



CISA ALERTS



Why CISA Wants You to "Implement Cybersecurity Measures Now"

Published Date: Feb 4, 2022

Alyssa Pugh

Leticia Said

POLICY MANAGEMENT | BUSINESS CONTINUITY PLANNING | RISK ASSESSMENTS | INCIDENT MANAGEMENT | VENDOR MANAGEMENT | AUDIT MANAGEMENT

Learn how to respond to the Cybersecurity & Infrastructure Security Agency (CISA) direct call to action to "Implement Cybersecurity Measures Now."



Why the Why?

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<https://tandem.app/blog>



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DON'T FORGET!

Fill out the survey to get your sticker!

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THANKS FOR JOINING!

Confessions of an Account Manager

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Upcoming Sessions

TANDEM

All About Third Parties

Jonathan Garner, Tandem

RISK & COMPLIANCE

7 Ways to Transform How You Report Cybersecurity

Alyssa Pugh, Tandem

CYBERSECURITY

The Human Element of Cybersecurity

BJ Taylor, CoNetrix Security / Boost Consulting

