

TECHNICAL ACCOUNT MANAGER SERVICE

EXPERIENCED AND DEDICATED TECHNICAL ASSISTANCE

When your organization is planning to deploy and manage IT applications outside your central data center to the edge or the far edge, a specialized product expert working collaboratively with your team helps ensure successful deployments, optimal performance, and growth.

The Technical Account Manager (TAM) Service supplies you with an experienced, high-level technical expert, focused on Scale Computing Platform as a part of your successful infrastructure environment. The TAM Service combines technical problem-solving skills and business understanding to help optimize SC//Platform by providing best practices, implementation consulting, training, an escalation path for support, and proactive customer check-ins to ensure that SC//Platform is running effectively. The TAM is a Scale Computing technology expert, focused on your strategic goals and future success. Customers will work with the TAM to leverage their experience, access senior-level technical resources, issue identification, and monthly SC//Platform and SC//Fleet Manager reporting and trending.

Key Benefits

- Dedicated, highly experienced resource that combines technical expertise and account management skills
- Personalized one-on-one trusted advisor experience with an in-depth understanding of your Scale Computing environment for support escalations, SC//Platform reporting, best practice recommendations, integrations, and risk mitigation planning
- Improved productivity and results via regular communications and informative reporting, enabling your organization to make informed decisions and continuous improvements

TAM for SC//Platform Guidance

- Regularly scheduled monthly and quarterly meetings to review SC//Platform reporting, trending, and roadmaps for a complete understanding of your business
- Guidance and recommendations for infrastructure integrations, custom configurations, and analysis reviews of current configurations and future needs

TAM for SC//Platform Guidance

- Enterprise and edge deployment services that combine technical knowledge transfer, best practices, and continual improvement of your SC//Platform environment
- If issues occur, your TAM is notified of all support interactions and is your escalation point with the support team to troubleshoot, diagnose, reproduce, manage, and resolve your support ticket.
- Visibility and managed access into the Scale Computing engineering team, to ensure the fastest possible resolution of issues or feature requests that may arise

Technical Account Manager

Features Chart

		TAM for Scale Computing Infrastructure Guidance
Meetings and Reports	Account Management Workbook	•
	Monthly Operations Report	•
	Monthly Technical Trending Report	•
	Monthly ScaleCare Report and Review	•
	Quarterly Business Report	•
Service and Support Management	Technical Knowledge Transfer	•
	Technical Best Practices	•
	ScaleCare Support Case Notification	•
	Root Cause Analysis and Risk Mitigation Planning	•
	Support and Services Escalation Point	•
	Access to Product Engineering	•
	Enterprise Deployment and Installation Services (up to 10 sites)	•
Systems Improvement and Roadmap	Scale Computing Configuration Recommendations	•
	Scale Computing-specific Integration Recommendations	•
	Scale Computing Environment and Gap Review	•
	Account-specific Technical Upgrade Recommendations	•
	Advocate for Requested Product Features and Functionality	•
	Cross-vendor Software Configuration Recommendations	•

Requirements: Must be using SC//Fleet Manager, clusters cannot be in a dark site, and must be able to open support tunnels

Scale Computing TAM customers are exclusively entitled to the custom Account Management Workbook.

The customized workbook provides details on the overall TAM objectives which provide specific and measurable action items for the duration of your TAM subscription. This customized workbook includes your project scope, planning, support/escalation processes, ongoing reporting, and a plan outline for your project deployment.



CORPORATE HEADQUARTERS

525 S. Meridian Street - 3E // Indianapolis, IN 46225

P. +1 317-856-9959 // scalecomputing.com

© 2023 Scale Computing. Any and all other trademarks used are owned by their respective owners.

