

DATASHEET

Professional Services

Technical Account Management Program

Streamline your time-to-value with the OpenLogic Technical Account Management program.

An OpenLogic Technical Account Manager (TAM) serves as your organization's trusted, strategic adviser — a dedicated resource to help you maximize value from your investment in open source software, technologies, and solutions from Day 1.

Think of your TAM as a personal, expert coach or guru for your team. They are an executive-level consultant who advises on strategy, team, and tactics — focused on your technical, organizational, and external success. TAMs have the expertise to help you align and refine your roadmap based on the key open source packages within your environment, while also serving as your representative to help you navigate service engagements and support, where they accelerate escalations when required.

Execution

The TAM program is year-round, with a variety of ongoing and annual deliverables. To ensure operational excellence, it follows a central methodology. However, the specific tasks may vary by account or by program.

1. A TAM is assigned to your program on retainer.
2. Your TAM comes up to speed on your goals, objectives, and open source technology footprint.
3. Your TAM provides advice, coordination, governance, communication, and Q/A.

Because there are peaks and valleys in your needs throughout the course of working with a TAM, your assigned TAM's time will be aligned with your needs on a weekly basis.

Value and Benefits

Gives you access to a Senior Architect with years of experience in open source solutions and technology.

- Your TAM will have intimate knowledge of your organization and technology environment to streamline problem-solving as a direct escalation point.

Provides you with strategic insights and advice on your team as well as technology decisions.

- Receive unbiased input, direction, and solution options for technology challenges.

Facilitates communication between teams, departments, and executives.

- Your TAM will lead and participate in executive briefings to ensure agreement and buy-in at all levels.

Lowers risk and sets you up for long-term success by ensuring today's tactical decisions align with the big picture and future roadmap.

Technical Account Management Services

The Technical Account Management program is customized for each account or program. Therefore, the types of services that are relevant and valuable may differ among customers. We've included a summary of typical services performed by TAMs. If you need services not listed, simply let us know and we'll be happy to discuss your specialized needs.

Summary of Services	Technical Account Manager
Serves as strategic OSS adviser	✓
Acts as main point of contact with OL	✓
Facilitates continuous improvement of governance and for rules of engagement	✓
Provides a direct escalation point for critical issue resolution	✓
Delivers executive briefings on support and services activities	✓
Facilitates support and services quality assurance	✓
Assists with OSS technology roadmap development or assessment	✓
Facilitates communications between groups	✓
Advises on best/common practices	✓
Reviews and helps establish standards, policies, and procedures	✓
Provides risk assessment/mitigation planning	✓
Facilitates infrastructure and Application Health Checks and Assessments	✓

Bottom Line

For ongoing and larger engagements, OpenLogic customers leveraging the Technical Account Management program have shown smoother implementations, higher productivity among teams, and improved time to market. This is primarily due to the TAM being proactive and identifying challenges well in advance. As an unbiased voice of reason, they help you ensure decisions align with the big-picture and long-term roadmap — saving time, money, and frustration down the road. In addition, having a direct line to OpenLogic teams with the familiarity of your goals, infrastructure, and organization allows for faster turnaround on key challenges.

Get Started Today

Accelerate success for your open source technology stack with OpenLogic! Contact an Account Executive for more information and to set up a discussion focused on your customized needs for Technical Account Management.

CONTACT US

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