

GIGAPRO - TECHNICAL ACCOUNT MANAGEMENT

ORDER NOW: CATALOG ITEM XAP-TAM

OVERVIEW

GigaSpaces Technical Account Managers are specialized experts who ensure that your solution architecture is properly aligned with your business needs. TAMs work collaboratively with your technical staff and GigaSpaces R&D to strategically help you realize optimal GigaSpaces product portfolio performance and growth.

BENEFITS

- Gain a direct and strategic relationship with a senior technical resource with an in-depth knowledge of your technical environment and business requirements.
- Avoid common pitfalls in your technical environment by leveraging best practices from GigaSpaces XAP customer implementations.
- Receive priority access with product feature requests and fixes.

TARGET AUDIENCE

Architects, developers, IT operation team and GigaSpaces XAP administrators.

KEY ACTIVITIES

Proactive Support

On-going; delivered by TAM

A GigaSpaces TAM builds a direct relationship with your technical and business staff through regularly scheduled reviews and on-site visits. TAMs provide proactive advice and guidance to help you identify and address potential problems before they occur.

Architecture Reviews

Periodic; delivered by TAM and senior technical staff

A GigaSpaces TAM proactively eliminates technical debt by engaging the best minds from Professional Services and Senior Technical Staff to validate your technical plans and deployment roadmap through period technical architecture reviews programs.

Customer Communities

Monthly; delivered by TAM & field engineering

A GigaSpaces TAM establishes a private collaboration space to engage you with other customers that are solving the same problems you are trying to implement.

Lifecycle Planning

Quarterly; delivered by TAM

A GigaSpaces TAM will periodically spend time on-site with your team to understand changes in your environment and business needs. TAMs have deep insight into the product roadmap to improve your deployment and upgrade plans by leveraging the latest enhancements in new and upcoming XAP releases.

Prioritized Feature Requests

Per XAP Release; vdelivered by TAM

A GigaSpaces TAM serves as an advocate to promote your XAP feature requests and product enhancement needs with GigaSpaces R&D giving you priority access for patches and feature implementations.

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DELIVERABLES:

- Continuous on-site engagement and synergy between GigaSpaces Professional Services, R&D, and your team.
- Quarterly Technical Account Management assessment report from involving Professional Services, R&D, and Product Management input.
- Enterprise-wide business-architecture alignment workshops with key stakeholders.

PREREQUISITES AND ASSUMPTIONS:

- Availability of key business and technical users for on-site review sessions