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Cloud Native TAM Service

HIGHLIGHTS

Our Cloud Native Technical Account Manager (TAM) service is designed to provide dedicated, customized support to meet the data protection needs of your organization. With a focus on proactive support, seamless communication, and comprehensive training, our TAMs enable you to maximize the value of your investment in our solutions.

OFFERING SUMMARY

The Cloud Native TAM service includes:

- **Product Expertise:** Each organization is paired with a designated TAM for up to 4 hours per week.
- **Customized Support**: TAMs provide tailored support and guidance based on the organization's specific goals and challenges.
- **White-Gloved On-Boarding**: Assistance with initial onboarding and deployment to maximize usage.
- **Training and Enablement**: Comprehensive training for effective use of our products.
- **Seamless Communication**: Communication and collaboration with your TAM and Solutions Engineering.
- **Quarterly Business Review**: Regular reviews of consumption health and metrics.
- **Quarterly Restore Testing**: Guidance for enabling quarterly restore tests to help meet compliance and audit requirements.

CUSTOMER OUTCOMES

By leveraging our Cloud Native TAM service, customers can expect the following outcomes:

- **Enhanced Data Protection**: Feel assured that your data is protected with proactive monitoring and support.
- **Optimized Resource Utilization:** Maximize the value of your investment through tailored guidance and best practices.
- **Improved Compliance**: Help meet compliance and audit requirements with regular restore testing and policy reviews.
- **Increased Efficiency**: Streamline operations with dedicated support and comprehensive training.
- **Stronger Relationships**: Build a strong partnership with our team through seamless communication and regular engagement.

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KEY COMPONENTS AND BENEFITS

Our Cloud Native TAM service includes several key components designed to deliver maximum value:

- **Pre-Deployment Phase:** Identifying potential challenges, performing scale testing, and analyzing the environment.

- **Deployment Phase:** Working with sales and SE teams, customer introductions, and enabling successful deployment.

- **Post-Deployment Phase:** Regular checkups, tracking renewals, assisting with restore testing, and optimizing resources.

- **General Responsibilities:** Engaging with customers for 4 hours per week, training, communication, and quarterly reviews.

- **Services Checklist:** Planning, requirement gathering, deployment, policy configuration, training, and restore testing.