

SERVICE OVERVIEW

ONBOARDING TECHNICAL ACCOUNT MANAGER (TAM)

Turbonomic's Hybrid Cloud Management Platform enables heterogeneous environments to self-manage and assure the performance of any application in any cloud. To realize the benefits of the platform through your value based objectives, the mission of the Turbonomic Customer Success organization is to **ensure our customers have an incredible user experience and are maximizing the Performance, Cost Reduction and Compliance benefits of the Turbonomic Platform.**

KEY BENEFITS

- Maximize Turbonomic's value as a part of your operations and planning strategies
- Mitigate implementation risks by leveraging Turbonomic's expertise, proven methodologies and best practices
- Accelerate time to value, proficiency, adoption and utilization for objective based outcomes
- Expand Turbonomic's impact beyond traditional IT roles
- Enable your staff to become experts with Turbonomic
- Deeper access to the overall Turbonomic organization

PUT IT ALL TOGETHER

The Technical Account Management program is available for new and existing customers looking to mature their application and use of the platform. TAMs can be supplemented with traditional services and training. TAMs are sold in 3, 6 and 12 month plans of up to 4 days per month and customized options are available. Turbonomic will work with you to determine the best advisory services package to fit your needs.

OWN VALUE REALIZATION

How can you confidently maximize the value of workload optimization, assure performance and compliance while moving at the speed of business? That's a question Turbonomic Onboarding Technical Account Managers answer every day.

By starting your Turbonomic journey with an Onboarding TAM, your leadership, and staffs would have a dedicated resource that would not only set the initial plan based on your objectives, but an advisory level service that assures leading practices are employed along with deep access to the Turbonomic organization. There are four primary areas of focus for the Onboarding TAM:

- Establish and build key performance indicators identified during evaluation into a leading practices based deployment and operationalization plan
- Use Case Realization Advisement – Based on your objectives, activate use cases that drive the maturity of your platform
- Customer Advocacy – Turbonomic Liaison Services between your organization, product engineering, support, product management and Subject Matter Experts
- Strategy & Evolution Guidance – Alignment with your leadership to ensure Turbonomic grows with your business

The result? With a TAM from Turbonomic, you can rest assured that you have the best advisor available to successfully drive platform from initial implementation to an integrated solution which supports your business.



LEARN MORE

To learn more about Rapid Success and other service offerings from Turbonomic, please contact your local Turbonomic Representative or visit Turbonomic.com. To join the Turbonomic user community, visit greencircle.vmturbo.com

ABOUT TURBONOMIC

Launched in 2010, Turbonomic delivers a hybrid cloud management platform that enables on-premises and public cloud to self-manage in real-time, thereby assuring performance, lowering cost, and continuously ensuring compliance.

The Turbonomic patented decision engine curates workload demand to dynamically control resource supply, maintaining a perpetual desired state of application health. One of the fastest growing technology companies, Turbonomic is trusted by thousands of enterprises to simplify and accelerate their hybrid cloud journey.