

SERVICE OVERVIEW

RESIDENT ENGINEERING

OUR MISSION

Turbonomic’s Hybrid Cloud Management Platform enables heterogeneous environments to self-manage and assure the performance of any application in any cloud. 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

PART OF A TEAM

The Resident Engineer Program is available for new and existing customers looking to advance adoption and meaningful use of the Turbonomic platform. Resident engineering is often supplemented with a Technical Account Manager (TAM), training and customization services. Resident Engineers are sold in 3, 6 and 12 month options and customized options are available. Turbonomic will work with you to determine the best advisory services package to fit your needs.

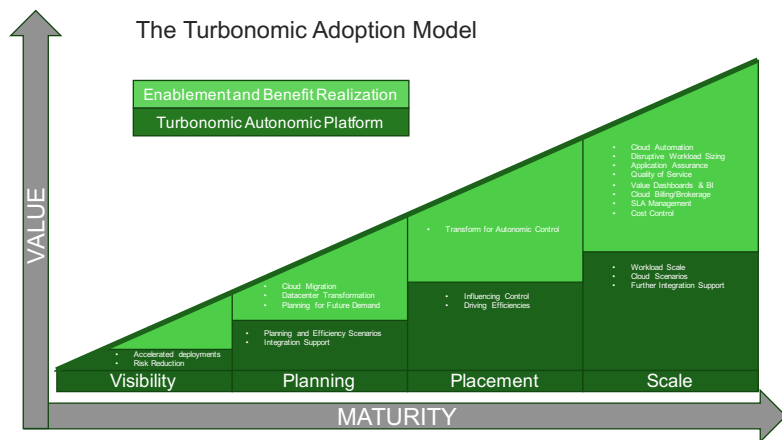
OWN VALUE REALIZATION

How do you ensure your vision for Turbonomic becomes a reality while maintaining Turbonomic leading practices? Turbonomic Resident Engineers execute to customer vision every day and at several of the largest companies globally. With your people, processes and the Turbonomic platform, our expert hands can help you transform IT into a supply and demand engine. Ultimately, maximizing ROI in an accelerated manner.

The Resident Engineering Program at Turbonomic is built on four pillars for success:

- **Technical Excellence** – Product knowledge and expertise from the vantage point of our 1,800 customer base.
- **Operational Adoption** – Staff Enablement to ensure stakeholder interests are aligned to support business demands based on a mutually agreed adoption plans.
- **Business Value Management**– Prioritized focus of effort based on the value of realizing vision.
- **Change Enablement** – Ecosystem awareness to support change processes and predictable outcomes.

Whether you are supplementing your team or need an operational owner, Turbonomic Resident Engineers are at the ready and prepared to execute your vision.



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.