

SERVICE OVERVIEW

TECHNICAL ACCOUNT MANAGER (TAM)

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

A SLICE OR THE WHOLE CAKE?

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.

YOUR VISION...REALIZED

The Turbonomic Platform enables technology organizations to seamlessly manage workloads from any environment to a cost managed, performance assured and compliant state. Through Turbonomic’s Technical Account Manager (TAM) program, you can reach that state with full consideration of your value based objectives and through a timeline that supports the demands of your business.

Every TAM engagement begins with a “Value Realization Workshop” (VRW), which results in a custom-tailored plan maximize the value of your Turbonomic platform. Along with managing the VRW plan, TAM’s provide advisory services through four primary service activities:

- Customer Advocacy – Turbonomic Liaison Services between your organization, product engineering, support, product management and Subject Matter Experts
- Operational Adoption Enablement – VRW Plan execution, staff mentoring and knowledge transfer and determination on resources to support projects
- Strategy & Evolution Guidance – Alignment with your leadership to ensure Turbonomic grows with your business
- Use Case Realization Advisement – Based on your objectives, activate use cases that drive the maturity of your platform

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



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.