akana

PERFORCE

Technical Account Management

Designed to maximize value from your software investment and provide a smooth implementation through your strategic technology roadmap. Technical Account Management (TAM) is both strategic and tactical for your complete technology direction and deployment. The TAM program is designed to provide a focus on the tactical implementations as well as your overall strategic decisions. The benefits derived from this program include:

- Decrease Time to Market

- Strategic Insights and Advisement of Technology Decisions

- Providing Direction and Solutions to Technology Challenges

- Increase Program Productivity

- Facilitating Communication Between Teams, Departments and Executives

- Leading / Participating in Executive Briefings

Execution

The TAM program follows a common methodology; however, the specific tasks may vary by account or by program.

1. A Named TAM is assigned to your program on retainer.
2. TAM familiarizes with goals, objectives, and technology footprint.
3. TAM provides advice, coordination, governance, communication, and Q/A.

The TAM is not a full-time resource. Average amount of time spent would be 1-2 days per week; however, there may be peaks and valleys in your needs and the time is flexible to your needs.

Value

- Access to a Senior Principal with 15+ years experience in the technology.

- TAM will have intimate knowledge of your organization and technology environment that will streamline problem solving.

- Ensuring that the goals align with the technology capabilities and design.

- Providing overall governance and structure to your PMO (or helping to create one).

Highlights:

- Focused year-round program to ensure operational excellence.
- Named Technical Account Manager knowledgeable of your environment providing direction, alternatives, and considerations for technology decisions.
- Akana customers engaging a TAM will reduce timelines, and avoid potential road blocks.
- An individual focused on your technical, organizational, and external success.

TAM Services

The TAM program is customized for each account or program. Therefore, the types of services that are relevant and valuable may differ between customers. A summary of the services that may be included is shown to the right. If there are services or needs you do not see on this list, let us know and we can discuss including any specialized needs.

Bottom Line

For ongoing and larger engagements, Akana customers that have leveraged the TAM program have shown smoother implementations, higher productivity of teams, and improved time to market. This is primarily due to the TAM being proactive and identifying challenges well in advance. In addition, having the direct lines to support and engineering with the familiarity of your goals, infrastructure, and organization will allow a much faster turnaround on any challenges.

Summary of Services	Technical Account Manager
Strategic Advisor	✓
Single Point of Contact	✓
Governance / Rules of Engagement	✓
Direct Line to Akana Product Group	✓
Direct Line to Akana Support Group	✓
Executive Briefings	✓
Program Quality Assurance	✓
Technology Roadmap Development or Assessment	✓
Facilitating Communications between Groups	✓
Advising on Best / Common Practice	✓
Review or Establish Standards, Policies & Procedures	✓
Infrastructure Assessment	✓
Risk Assessment / Mitigation Plan	✓
PMO Support / Establishment	✓
Health Checks / Assessments	✓