



GigaPro: Technical Account Management

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Overview

GigaSpaces Technical Account Managers are specialized experts who ensure that your solution architecture is properly aligned with your business needs. TAMs work collaboratively with your technical staff and GigaSpaces R&D to strategically help you realize optimal GigaSpaces product portfolio performance and growth.

Benefits

- Gain a direct and strategic relationship with a senior technical resource with an in-depth knowledge of your technical environment and business requirements.
- Avoid common pitfalls in your technical environment by leveraging best practices from GigaSpaces XAP customer implementations.
- Receive priority access with product feature requests and fixes.

Target Audience

Architects, developers, IT operations, and GigaSpaces XAP administrators.

KEY ACTIVITIES

→ Proactive Support

On-going; delivered by TAM

A GigaSpaces TAM builds a direct relationship with your technical and business staff through regularly scheduled reviews and on-site visits. TAMs are dedicated to providing proactive advice and guidance to help you identify and address potential problems before they occur.

→ Architecture Reviews

Periodic; delivered by TAM and senior technical staff.

A GigaSpaces TAM proactively eliminates technical debt by engaging the best minds from Professional Services and Senior Technical Staff to validate your technical plans and deployment roadmap through period technical architecture reviews programs.

→ Customer Communities

Monthly; delivered by TAM & field engineering

A GigaSpaces TAM establishes a private collaboration space to engage you with other customers that are solving the same problems you are trying to implement.

→ Lifecycle Planning

Quarterly; delivered by TAM

A GigaSpaces TAM will periodically spend time on-site with your team to understand changes in your environment and business needs. TAMs have deep insight into the product roadmap to improve your deployment and upgrade plans by leveraging the latest enhancements in new and upcoming XAP releases.

→ Prioritized Feature Requests

Per XAP Release; delivered by TAM:

A GigaSpaces TAM serves as an advocate to promote your XAP feature requests and product enhancement needs with GigaSpaces R&D giving you priority access for patches and feature implementations.

Deliverables

- Continuous on-site engagement and synergy between GigaSpaces Professional Services, R&D, and your team
- Quarterly Technical Account Management assessment report from involving Professional Services, R&D, and Product Management input
- Enterprise-wide business-architecture alignment workshops with key stakeholders

Prerequisites and Assumptions

Availability of key business and technical users for on-site review sessions

About GigaSpaces

GigaSpaces Technologies is the pioneer of a new generation of application virtualization platforms and a leading provider of end-to-end scaling solutions for distributed, mission-critical application environments, and cloud enabling technologies. GigaSpaces complementary solutions are ***XAP Elastic Application Platform*** and ***Cloudify*** - Easy Deployment of Mission Critical Applications to the Cloud.

GigaSpaces is the only platform on the market that offers truly silo-free architecture, along with operational agility and openness, delivering enhanced efficiency, extreme performance and always-on availability. The GigaSpaces solutions are designed from the ground up to run on any cloud environment – private, public, or hybrid – and offer a pain-free, evolutionary path to meet tomorrow's IT challenges.

Hundreds of organizations worldwide are leveraging GigaSpaces' technology to enhance IT efficiency and performance, among which are Fortune Global 500 companies, including top financial service enterprises, e-commerce companies, online gaming providers and telecom carriers



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