



AvePoint Technical Account Management Services



Technical Account Management Services Overview

As SharePoint continues to play a vital role for collaboration, downtime and business interruptions are the main inhibitors in organizations' ability to meet dynamic business and technical needs. AvePoint helps more than 13,000 enterprises worldwide seamlessly manage and protect critical assets in order to gain more value from their deployments.

AvePoint's Technical Account Management (TAM) services are designed specifically to provide the technical and business resources required to fully optimize the benefits of AvePoint solutions for governance, compliance, productivity, and infrastructure management.

AvePoint's TAM Services provide organizations with:

- A single point of contact experienced in both AvePoint and Microsoft technologies.
- Assistance in helping you manage alignment of product capabilities with core business needs.
- An internal advocate for when issues are met.

This means less downtime and greater productivity, as there is a trusted adviser to maximize return on investment on SharePoint and wider enterprise collaboration initiatives.

AvePoint delivers two service package options, Standard and Premier, to help deliver the complete technical support experience in order to meet your specific IT needs.





"When we encountered an issue during our implementation, AvePoint provided the support we needed quickly and had a patch we could implement within a few days to solve the challenge."

– **Cameron McBride,**
Manager - Systems & Software
Solutions, Western Health

"AvePoint's technical support is first class. They're quick to respond, easy to work with, and lay out all the steps I need to follow to resolve issues."

– **Rob Simpson,**
Systems Engineer, Hawke's Bay
Regional Council

TAM Services Components

 <p>Account Management</p>	<ul style="list-style-type: none"> • Ensure that support cases and incidents are prioritized, routed, and managed accordingly through AvePoint’s global team. • Get best practices recommendations pertaining to your environment from your TAM, who has an in-depth knowledge of your SharePoint environment(s) based on initial discovery and ongoing support history. • Works closely with the Account Executive to ensure that business goals are met through deploying AvePoint products. • Optionally choose an upgraded Premier TAM package, which will also include oversight by TAM Management.*
 <p>Proactive Consulting</p>	<ul style="list-style-type: none"> • Improve upgrade planning, testing, and execution by providing necessary resources, including release notes for known issues in each software version. • Drive adoption and align technology solutions with core business goals by performing ongoing analyses of the current state of your environment and receiving guidance to close any potential technology gaps. • Check and report on deployment progress and health status by holding regular meetings attended by the TAM along with IT staff and stakeholders.
 <p>Expert Guidance</p>	<ul style="list-style-type: none"> • Plan proper utilization of purchased AvePoint solutions to provide maximum return on investment. • Ability to coordinate additional AvePoint resources from the Product Management team in order to discuss product roadmaps in direct correlation with your organization’s goals and projects. • Maintain optimal environment productivity and performance levels with guidance from an AvePoint Certified Technology Specialist (ACTS) and Microsoft Certified Professional (MCP).
 <p>Responsive Consulting</p>	<ul style="list-style-type: none"> • Swiftly resolve time-sensitive or critical issues while assuring minimum business disruption with access to AvePoint’s 800+ full-time support and R&D staff through your TAM. • Provides additional insights to the AvePoint Technical Support team to ensure that issues are resolved in a timely manner. • Confidently respond to unexpected problems with expert emergency on-site assistance with issues that cannot be rectified remotely.

* Available with the Premier TAM Package Only

How to Buy

Call: 201.793.1111
E-mail: Sales@AvePoint.com

Evaluate AvePoint Software for free at:
www.AvePoint.com/download

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DocAve can be purchased directly from AvePoint or through the GSA website at www.GSAadvantage.gov.

For more information on why you should choose AvePoint as your strategic SharePoint partner, visit www.avepoint.com.

Accessible content available upon request.