

Technical Account Management Program Overview

As the Microsoft Cloud continues to play a vital role in collaboration initiatives, downtime and business interruptions put roadblocks in the path of organizations relying upon the platforms to meet their dynamic business and technical needs. AvePoint helps more than 17,000 organizations worldwide migrate, manage, and protect Microsoft 365 and SharePoint data to gain more value from the platforms and grow their deployments.

AvePoint's Technical Account Management (TAM) Programs are designed to provide the technical and business resources needed to fully optimize the benefits of AvePoint solutions for the Microsoft Cloud.

With three robust package options, AvePoint delivers a complete technical support program that is customizable to meet your specific needs.

AvePoint's TAM Programs provide organizations with:

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

With a trusted advisor helping you maximize return on your Microsoft Cloud investments, experience less downtime and even greater productivity.

"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*

Program Packages

Program Components		 Premium	 Core	 Lite
TAM Resource		Dedicated	Dedicated	Dedicated
Regular Sync Meetings		Yes	Yes	Yes
Program Duration		12 Months	12 Months	12 Months
Engagement Period (TAM Resource)		Up to 16 Hours/ Month	Up to 8 Hours/ Month	Up to 4 Hours/ Month
Technical Account Management Activities	Deployment Best Practices	Yes	Yes	Yes
	AvePoint Admin Training & Enablement	Yes	Yes	Yes
	Escalation & Problem Management	Yes	Yes	Yes
	Solution Adoption and Use Case Planning	Yes	Yes	
	Periodic Environment Health Check	Yes		
	Project Planning and Delivery Priority	Yes		
	Technical Roadmap Sessions	Yes		
Dedicated Primary Support Engineer (PSE)	Assigned Dedicated Senior Support Engineer	Available with Premium+	Available with Core+	
	Case Handling Priority	Available with Premium+	Available with Core+	
	Change Management Planning	Available with Premium+	Available with Core+	
	Ticket Routing to PSE	Available with Premium+	Available with Core+	
	Access to T3 Support (i.e. Support Development)	Available with Premium+	Available with Core+	

TAM Programs Components

Maximize your organization's value recognition of AvePoint investments and accelerate your time to value and ongoing adoption with an AvePoint Technical Account Manager! Enlisting in the AvePoint TAM program will offer you the following benefits:

Account Management	<ul style="list-style-type: none">• Ensure support cases and incidents are prioritized, routed, and managed accordingly through AvePoint's global team.• Get best practices recommendations about your environment from your TAM, who has an in-depth knowledge of your SharePoint environment(s) based on initial discovery and ongoing support history.• Ensure that business goals are met through deploying AvePoint products.
Proactive Consulting	<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 offering guidance to close any potential technology gaps.• Check and report on deployment progress and health status by holding regular meetings with IT staff and stakeholders.
Expert Guidance	<ul style="list-style-type: none">• Plan proper utilization of purchased AvePoint solutions to provide maximum return on investment.• Coordinate additional AvePoint resources from the Product Management team 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).

Introducing Our Exclusive Core+ and Premium+ Benefits

Upgrade your Core or Premium Package with a dedicated Primary Support Engineer who will be your partner to deliver continuous value, solve new business challenges and drive outcomes.

What You Get



Consistent / Dedicated Technical Support Resource

- Technical support engineer who is fully up to date on your deployment / environmental details
- Senior engineer on technical support staff dedicated to assigned customer tickets only – i.e. not shared amongst support ticket queue



Decreased Time to Resolution on Incidents

- Ticket routing to PSE during local business hours – removes time to onboard support engineer on your environment when new tickets are raised
- Off hours ticket management – any tickets raised during off hours will be picked up by PSE to ensure continuity and faster time to resolution
- Direct access and customer liaison to T3 development staff for faster turn around times on ticket escalation



Change Management Partner

- Plan out changes associated with hotfix deployment and/or regular releases to ensure service continuity
- Oversee package delivery associated with environment specific rollouts to avoid potential incidents

How to Buy

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Start your free trial today:
www.avepointonlineservices.com