

TECHNICAL ACCOUNT MANAGEMENT SERVICES OVERVIEW

As Microsoft technologies continue 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 dynamic business and technical needs. AvePoint helps more than 15,000 organizations and 5 million cloud users worldwide migrate, manage, and protect Office 365 and SharePoint data to gain more value from the platforms and grow their deployments.

AvePoint's Technical Account Management (TAM) services are designed to provide the technical and business resources required to fully optimize the benefits of AvePoint solutions for the Microsoft collaboration technology stack.

With three robust service package options, AvePoint delivers a complete technical support service that can be tailored to meet your specific needs.

AvePoint's TAM Services 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 adviser helping you maximize return on your Microsoft 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

SERVICE PACKAGES



Service Components		Gold	Silver	Bronze
TAM Resource		Dedicated	Dedicated	Shared
Remote meetings		Bi-weekly	Monthly	Quarterly
Escalation Management		√	√	
Extended Services	Service Days (over a 12 month period)	32	15	4
	Operations and best practices guidance	√	√	√
	Beta participation	√		
Proactive Services	Monthly service status support	√	√	
	Priority for planning and delivery	√		
Preventative Services	Quarterly technology roadmap sessions	√		
	Quarterly environment health checks	√		

KEY FEATURES

- AvePoint TAM services grant you access to our Microsoft Certified Technical Specialists (MCTS) to help you better plan for – and receive maximum value from – your Microsoft and AvePoint solutions implementations
- On-site and/or remote professional services sessions and monthly status reports allow you to monitor your Microsoft environment’s performance
- AvePoint Technical Account Managers provide extensive AvePoint, Office 365, and SharePoint architecture reviews and best practices guidance to help your organization perform optimally
- 800+ full-time R&D staff working closely with AvePoint Support swiftly resolve customer challenges and satisfy customization requests

TAM SERVICES COMPONENTS

 <p>Account Management</p>	<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 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. ▪ Ensure that business goals are met through deploying AvePoint products. ▪ Optionally choose an upgraded Gold 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. ▪ 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

Contact Us

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For more information on why you should choose AvePoint as your strategic Collaboration partner, visit www.avepoint.com/about
Continue the conversation by joining our community site www.avepoint.com/community

Accessible content available upon request.