

Technical Account Management

Your on-site solution to achieving faster time to business value

Deployment of a new mission critical application is never simple. There are a range of business requirements, infrastructure issues, architecture options, implementation approaches, training needs, team skills and ongoing planning that all need to be carefully managed. Applying experience and best practices are keys to achieving success. A Global 360 Technical Account Manager (TAM) becomes an integral part of your deployment and production support team, understanding your requirements and making certain that your Global 360 system delivers the expected business results.

The TAM is your point person within Global 360, working with your executives and managers during system implementation, application roll-out and on through production and upgrades. The TAM understands the complexity of the application development lifecycle, and assures that the transition to production is smooth.

The TAM stays with you once the system is in production and confirms that the system is maintained correctly. Your TAM understands best practices to keep a production system healthy and can work with your team on system capacity management, high availability and business continuation strategies.

Benefits

The benefits of the Technical Account Manager are numerous:

- » Guides your organization in fully realizing the value of your Global 360 investment
- » A trusted advisor and direct liaison to Global 360 services, training, support, product management and executives to make sure you are successful for the long term
- » Comprehensive knowledge about the Global 360 products and services being implemented

Having a Global 360 Technical Account Manager on your team will ensure that you are taking full advantage of all of the products, services, training, and support benefits that Global 360 can provide, resulting in faster time to business value.

Benefits

PLANNING: Architecture leadership and validation. Capacity analysis to anticipate performance and expansion objectives.

DEPLOYMENT: Leverage best practices and Global 360 Fast Track Methodology for program management oversight of your implementation projects.

KNOWLEDGE TRANSFER: Facilitate learning toward self sufficiency through formal training programs and ongoing advice and guidance.

PRODUCTION SUPPORT: Ensure that your system stays well maintained and improved over time. Helps escalate and resolve support issues as they arise.

LONG TERM VIEW: Work with your team to expand implemented functionality and build new applications to further increase your return on investment.

Technical Account Management

The TAM provides a range of services that can vary throughout the application lifecycle. The TAM can work with the vast implementation experience available within the Global 360 organization including the Professional Services Organization (PSO), the Worldwide Support Center and Global 360 Partners. PSO, Support, and Partners all provide services and support that can be applied as needed to maintain the health and continued success of your application.

These services include:

ROI Analysis: Help your team understand the business benefits of the implementation to derive the anticipated return on investment.

Architectural Review: Detailed analysis of the current and future system architectures to fit within your evolving IT infrastructure.

System Performance Benchmarking: Thoroughly exercises your test or production system.

System Sizing: An analysis of how your planned system usage can impact the platform on which it runs.

High Availability and Business Continuity Review: A detailed review of your system in the context of your own high availability and business continuation requirements.

Training: Identify and maps out training programs that will benefit your staff, ensuring that the people responsible for maintaining and enhancing the system have the required skills.

Program Management: Assist in the project planning and risk mitigation strategy for Global 360 implementations. Provide project audits identifying potential critical issues then driving corrective actions.

Product and Implementation Expertise: Understand how Global 360 products are deployed in real-world environments. Share best practices for you to leverage. Provide a conduit for networking with other Global 360 customers.

PSO and Partners: Work with Global 360 PSO and Partner implementation teams to oversee the project schedule and milestones, ensuring that the proper resources are in place and that the project is on track.

Escalation: Resolve issues, escalate services needs and product enhancement requests. Working with your staff, the TAM ensures that key Global 360 staff is there during critical testing and Go-Live events.

Systems Configuration and Operations Review: An in-depth analysis of your systems configuration, file system and database usage, recommend tuning changes for your environment.

Communication: Keep you and Global 360 executives apprised of project status. Work across your extended organization to communicate solution value and critical success factors.

Upgrade Preparedness Review: The first step in understanding the business, architectural and administrative value and the tasks necessary to move to the latest release of your Global 360 software and an introduction to the newest capabilities so that you can extend your business competitiveness.

TAM Service Options

Customers can choose from three options that will best meet their needs. Specifically, Technical Account Management can be purchased in 1800, 1000 or 500 hour packages.

How to order

To start working with your Technical Account Manager, contact your Global 360 Account Executive.



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