Data Sheet

Technical Account Management (TAM)

Maximize your investment, optimize your resources and proactively plan for growth.

Overview

The Technical Account Manager (TAM) is your trusted advisor and single point of contact who helps you get the most from your Nasuni investment. TAMs augment Support, Professional Services and Account Management here at Nasuni, serving as a cross-functional technical resource to provide you best practice for your Nasuni environment.

Each TAM has tactical product experience, storage industry knowledge, infrastructure management experience, and cloud expertise to a wide range of customers. The TAM is invested in the success of your Nasuni operation being successful, serving as your direct single point of contact to access Nasuni's Support, Product and, Engineering teams.

Proactive Planning

Your TAM will learn your business and work with you to identify any specific needs to ensure proper use of Nasuni, using their deep knowledge of your account. They will also leverage this knowledge to help with strategic planning and growth, identifying potential areas where Nasuni may provide additional benefits and savings.

Our TAM service is also on hand to provide assistance technically ensuring you obtain a comprehensive and successful outcome should any challenges arise. Upgrade assistance, health checks and appliance monitoring are also available via our TAM service.
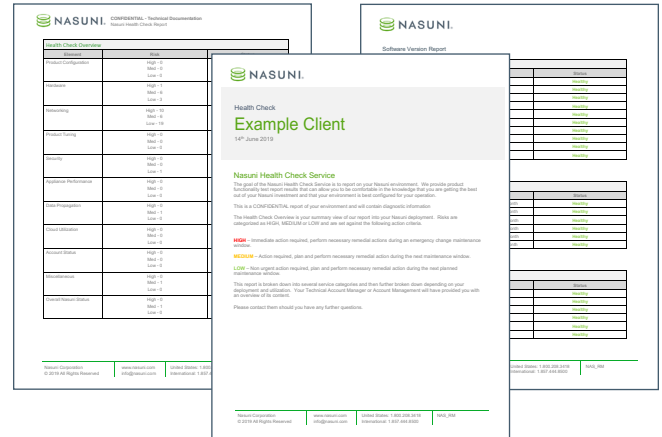
Benefits

Key TAM service entitlements and benefits include:

Annual Health Check

Once a year, your TAM will review your entire Nasuni operation and provide an in-depth technical report.
This will include key elements such as:

- Security
- Performance
- Configuration
- Data Propagation

The goal of the Nasuni Health Check Service is to report on your Nasuni environment. We provide product functionality test report results that can allow you to be comfortable in the knowledge that you are getting the best of your Nasuni investment and that your environment is best configured for your operation.

Q&A

Want to field a technical question about Nasuni, send it to your TAM and they will provide you with the appropriate answer in good time. Your TAM is there for you and will act as your primary focal point for technical questions and beyond, where necessary routing to product experts and executive leadership.

TAM 1:1

You have exclusive and direct access to your TAM, with sensible expectations and SLAs. You will also have exclusive and and potentially early access to beta releases" and also to our roadmap to our roadmap. Our TAMs provide the coordination necessary to ensure the latest product news and best practice is available to you.

Technical Touch

In this recurring check-in, your TAM will measure the status of your Nasuni implementation against your original expectations. We gauge your general satisfaction with Nasuni and develop technical plans to derive more from our enterprise file services solution for you.

Priority Escalations

Your TAM will always be on the lookout for support issues that are hindering your success. Escalating issues when necessary and following through to ensure prompt and efficient resolution. Regular case reviews and trend analysis are included in the Nasuni TAM service.

Business Review

A periodic status check, your TAM and your Account Manager will analyze the KPI trends of your implementation and benchmark them against other customers. This benchmarking enables your TAM to identify unusual trends, such as higher than expected storage growth rates or more demanding workloads. This then allows Nasuni to recommend changes to your deployment before problems arise. Your TAM will also measure your progress against prioritized workloads to ensure you are on track.

Roadmap Invitation

You will have the opportunity to attend an exclusive a Nasuni Roadmap presentation, providing you with the latest and greatest news coming from our Product Management Team.

You are in control

We have two packages to choose from with our premium package benefiting from our Nasuni Health Check that brings you a safety net knowing your implementation has adopted best practice and is tuned to your needs.

Contact sales@nasuni.com for further information.

Service	Advanced	Premium
Q&A	✔	✔
TAM (1:1)	✔	✔
Technical Touch	✔	✔
Business Review	✔	✔
Priority Escalations		✔
Roadmap Invitation		✔
Nasuni Health Check		✔

Nasuni® is a file services platform built for the cloud, powered by the world's only global file system, UniFS®. Nasuni consolidates Network Attached Storage (NAS) and file server silos in cloud storage, delivering infinite scale, built-in backup, global file sharing, and local file server performance, all at half the cost of traditional file infrastructures. The Nasuni software-as-a-service platform is most often used for NAS consolidation; backup and recovery modernization; multi-site file sharing; and rapid, infrastructure-free disaster recovery, while also serving as a foundation for data analytics and multi-cloud IT initiatives.

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