| GUIDE

Technical Account Management (TAM)

Building and managing an enterprise cloud infrastructure is a complex task for even the most skilled team. OpenNebula Technical Account Managers (TAMs) are **technical advisors for customers and partners** seeking help with planning, deploying, and supporting their OpenNebula cloud successfully. They serve as a single point of contact for customers, helping to guide technology strategy, resolving potential problems before they occur, minimizing disruption and freeing customers to focus on their key business challenges. The OpenNebula TAM Service is designed for large government and enterprise organizations that standardize on OpenNebula cloud software and want to **maximize their return on investment and mitigate deployment risks**.

Description

A Single Point of Contact and Technical Advocate

Customers will work directly with their TAM to resolve complex and time-sensitive issues more quickly, giving them access to a wide range of subject matter experts. TAMs also connect customers to the OpenNebula engineering organization, providing them with the power to impact future product features and updates.

Effective and Dedicated Oversight

Customers have the security in knowing that their specific needs and inquiries are supervised by a dedicated resource. With active monitoring and analysis, the TAM ensures that the broader OpenNebula teams are perennially attentive to and making advancements on active Customer demands.

Proactive Planning

OpenNebula TAMs help customers take advantage of the latest product enhancements, extracting the maximum value from their existing OpenNebula investments. They also work with Customers to manage the scale and growth of their OpenNebula cloud deployment.

Customized Operational and Business Reviews

Customers benefit from regular assessments and status reviews to ensure that business strategy and enterprise solution performance and execution remain actively aligned. They also host regular meetings with customers to better understand their environment, open support cases, upcoming product migrations, etc.

Professional Services Overview

OpenNebula TAMs provide oversight on professional services for consulting, engineering or development to ensure time to value is achieved. They also advise Customer on how to remain current on training and enablement to maximize skill levels across learning styles and schedules.

Table of Features

The TAM advocates for Customer needs and identifies opportunities for Customer's current and future strategic objectives. 9x5 Technical Account Management includes:

Feature	Description	SLA
Designated Single Point of Contact	Primary liaison for Customer questions, issues, and inquiries related to OpenNebula support, services, compatibility, and strategic roadmap	TAM response time is 1 business day
Active Issue and Escalation Oversight	Work with OpenNebula technical support resources to help provide auxiliary focus on the support tickets where required, manages escalated cases and specific account escalations for swift and systematic resolution of issues, and monitors their status	Bi-weekly high level management and analysis of cases that Customer submits to OpenNebula Support
Upgrade Planning Assistance	Review of Customer's cloud configuration to identify vulnerabilities and best practices, and provide an overview of known problems in the new upgraded versions and their scalability plans	Analysis for each new version of OpenNebula (update/upgrade)
Operational Reviews	Periodic review of Customer's cases, issues, upcoming patches, release, roadmap and upgrade information	Scheduled monthly meeting to review with Customer
Professional Services Overview	Work with OpenNebula consulting, engineering and development team to ensure successful delivery of any hired professional service, with presence in all interactions between Customer and OpenNebula staff	Meetings at service milestones

The **TAM Services** will be performed during an OpenNebula standard business day (between the hours of 9am and 5pm), Monday through Friday CET or EST, excluding OpenNebula or public holidays. The specific scope will be dependent on case volumes and a reasonably managed workload for the TAM. Interaction with Customer will be up to 1 business day per week.

The customer will:

- Designate a project point of contact who understands customer requirements and can interface directly with the TAM.

- Provide appropriate access to the personnel and facilities for the TAM to provide the necessary services.

- Secure and install the required hardware and software platforms and ensure that they meet minimum requirements to build and operate an OpenNebula cloud.

- Provide access to System Administration assistance for any hardware or networking issues.

Pricing

TAM Services are provided as an extension to an **Enterprise Subscription (Standard / Premium)** and start at €60.000 ($75,000) per administrative domain (Single group of administrators managing homogeneous infrastructure.)

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