

DATASHEET

Puppet TAM Accelerator Program

PREVIEW THE VALUE OF A PUPPET TECHNICAL ACCOUNT MANAGER

The TAM Accelerator Program gives you a preview of the full Technical Account Management (TAM) experience.

This structured, three-month service engagement with a Puppet Technical Account Manager offers unique, personalized guidance on getting more from your Puppet technologies and helps you evaluate which TAM service is right for your infrastructure management needs.

- **Custom Insights from a Puppet Pro:**
No cookie-cutter advice, vague instructions, or answers you could just Google.
- **Fast-Tracked Support:**
Reduce risk and downtime on critical issues with a priority line to Puppet Support.
- **A Head Start on a Full TAM Engagement:**
TAM Accelerator lays the groundwork for a TAM partnership, so when you decide to join the [Expert TAM](#) or [Advanced TAM](#) programs, you can start realizing value from day one.

During the TAM Accelerator Program, your dedicated Puppet Technical Account Manager works closely with your infrastructure team to understand the unique needs of your infrastructure, your platform automation, and your DevOps initiatives, and enable your team to execute strategies that drive more value from your use of Puppet.

Contact your Puppet representative for more information on the TAM Accelerator Program.

What's Included

The TAM Accelerator Program includes:



UP TO EIGHT (8) HOURS OF TAM SERVICES WEEKLY FOR THREE (3) MONTHS:

Your TAM will work with your key stakeholders for the duration of the engagement, giving your whole team visibility into how your Puppet installation can better serve the needs of your entire organization.



EXPEDITED PATH TO PRODUCT AND SUPPORT:

Escalate questions and feedback with proxy access to the Puppet Product team. Resolve high-severity issues faster with priority routing to our dedicated, local Support team.

What's Included *cont.*



ENVIRONMENT CHECK & WRITTEN ANALYSIS REPORT:

This evaluation contains your TAM's specific recommendations for optimizing your use of Puppet to increase ROI and operational efficiency. This report is delivered during a private, one-on-one advisory session between your TAM and your team.



PRIVATE CONSULTATION:

Get exclusive access to representatives from Puppet's Product team to learn, share, and develop new insights together.



TECHNICAL GUIDANCE & BEST PRACTICES:

Your TAM is on hand to suggest ways to align your use of Puppet to your unique environment. Learn how to scale and optimize Puppet to manage resources across your cloud, data center, hybrid, and multi-OS environments.



COMPREHENSIVE REVIEW & NEXT STEPS:

At the end of your TAM Accelerator Program, your TAM will conduct a recap and planning session with your stakeholders. This session will outline key findings, success metrics against your business objectives, support activity and SLA adherence, and outline a plan for enabling, training, and advancing your automation goals with Puppet.

For more information about Puppet TAM Accelerator Program or other TAM Service offerings, please contact the Puppet sales team or your Puppet Account Executive.

CONTACT US

puppet.com/contact-sales

Notes

- Customer must be engaged with the Puppet Premium Support tier to utilize the Puppet TAM Accelerator Program.
- The TAM does not perform Puppet implementation or function as Puppet support.
- Services are performed remotely during Puppet's normal Monday–Friday business hours based on the location of the customer's headquarters (unless otherwise agreed upon).