

## SERVICE DESCRIPTION

# Puppet Advanced Technical Account Manager (TAM)

The Puppet Advanced Technical Account Manager (TAM) service is an ongoing service purchased on an annual basis in which the TAM partners with the Customer to help strategically plan and execute desired business outcomes with Puppet technology.

The TAM works closely with the Customer as an end-to-end technical engagement manager and focused advocate on behalf of the Customer.

**DETAILS**

- **Hours:** Up to 8 hours per week
- **Cost:** \$80,000.00 USD
- **Term:** 1 year

*The fees for this Service will be invoiced in full at time of purchase and are non-refundable. The fees for this Service are a fixed price.*

## Services Description

The **Advanced TAM Service** includes up to 8 hours of TAM services per week, including:

- **Priority access for product enhancement and feature requests**
- **Priority routing for support issues**
- **Designated escalation path for priority issue resolution**
- **Strategic engagement with Customer, including:**
  - Creation of a **Value Map** outlining the short and long-term strategies, priorities and objectives to achieve Customer's desired business outcomes with Puppet technology
  - Regular updates to Value Map
- **Technical guidance including:**
  - Suggestions to increase the benefit of Puppet products in support of evolving business requirements
  - Best practices to help maximize Puppet technology
  - Identification of where existing and new Puppet products can optimize or replace manual operational tasks

- **Up to 4 Puppet environment and configuration checks (up to 2 every 6 months) including:**
  - A variety of environment and configuration checks performed by a TAM to assess the health of Customer's Puppet technology use. Each check includes one assessment from several focus area(s) such as: infrastructure, architecture, module dependency, performance, Puppet Server / Agent, operating system and certificates, or upgrade benefits.
  - A written report summarizing the assessment including identified risks, potential customer impacts, and recommendations.
  - An advisory session of up to 1 hour with Puppet Subject Matter Expert to review the report and discuss the risks, customer impacts, and suggestions for Customer optimizations with expected benefits.
- **Preparation and delivery of Quarterly Service Reviews (QSR) to:**
  - Measure Customer's success with Puppet technology against the Value Map
  - Evaluate Puppet effectiveness within Customer's environment
  - Review successes and activities within Customer
  - Review support activity and SLA adherence
  - Discuss enablement, training and certification requirements and activities

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

**CONTACT US**

[puppet.com/contact-sales](https://puppet.com/contact-sales)

#### **Notes**

- **TAM services will be performed by Puppet's staff** with resources to be determined by Puppet. Services and resources may be changed periodically at Puppet's sole discretion.
- **All TAM services will be performed remotely.** Any onsite time requires Puppet's prior approval and may be subject to additional travel and expenses fees.
- **Customer will have a current subscription for Premium level of Support for one or more Puppet products for the duration of the TAM term** or is purchasing Premium level of Support in conjunction with purchase of this Service.
- **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).
- **Any unused hours expire at the end of a week and do not roll over.** The minimum term for this service is 12 months and is purchased in 12-month increments unless otherwise agreed to by Puppet.