



Puppet Expert Technical Account Manager Service Description

Overview

The Puppet Expert 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.

Services Description

Puppet will provide the following services as part of the Expert TAM service engagement:

- Up to two 45-minute sessions per year with Puppet Product Management discussing Product Road Map and development paths.
- Annual 2-hour session to review Puppet's product strategy and Customer's Puppet architecture as it relates to Customer's business and growth plans
- Up to 12 hours per week of TAM services 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 Customer Success Plan (CSP) outlining the short and long-term strategies, priorities and objectives to achieve Customer's desired business outcomes with Puppet technology
 - Regular updates to CSP
 - 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 8 Puppet environment and configuration checks (up to 4 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 a number of assessments 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 2 hours 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 Review (QSR) to:
 - Measure Customer’s success with Puppet technology against the CSP
 - 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

Fees

Service description	Hours	Cost	Term
Puppet Expert TAM	Up to 12 hours/week	\$110,000.00 USD	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.

Key Assumptions

The following assumptions will apply to any purchased services outlined in this service description:

1. TAM services will be performed by Puppet’s staff, specific resources to be determined by Puppet and may be changed periodically at Puppet’s sole discretion.
2. All TAM services will be performed remotely. Any onsite time requires Puppet’s prior approval and may be subject to additional T&E fees.
3. 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.
4. TAM services will be delivered during Puppet’s normal business hours Monday through Friday. The time zone for TAM service delivery will be determined based on the location of Customer’s headquarters, unless otherwise previously agreed upon between Customer and Puppet.
5. Any unused hours expire at the end of a week and do not roll over. Any unused sessions expire at the end of the 12-month term and do not roll over.
6. The minimum term for this service is 12 months and is purchased in 12-month increments unless otherwise agreed to by Puppet. If a term increment of less than 12



months is agreed to by Puppet, the product strategy and Customer's Puppet architecture and Product Management sessions are not included.