

Puppet Technical Account Management

The Puppet Technical Account Manager (TAM) is your strategic trusted advisor and advocate who acts as an extension of your team into Puppet. Your TAM will help you drive long-term success through Puppet technology adoption.

Business challenge

IT organizations are seeking DevOps automation alternatives to successfully deliver projects as business demands skyrocket. As infrastructure teams are asked to provide more support for development teams, and development teams continue to grow, infrastructure teams become overloaded without an automation solution. Governance and compliance issues prevent companies from fully leveraging IT assets to achieve desired business objectives.

The Puppet TAM service enables infrastructure teams to meet business goals and successfully implement scalable DevOps practices by providing customers with personalized technical guidance and priority access in order to maximize returns on Puppet technologies.

Who will benefit?

- Infrastructure teams faced with deployment complexity, budget and staffing constraints, competing priorities, and the challenge of supporting development teams as they grow.
- Teams with limited resources or time required to learn, integrate, and realize the full benefit of new technology to meet desired business outcomes.
- Maturing DevOps teams facing new complexities associated with hybrid cloud management, self-service automation, compliance remediation, and full lifecycle management.



Customer benefits

- Designated advocate offering personalized service to ensure your successful adoption of Puppet technologies.
- Priority access and expedited escalation path to Puppet product and support organizations.
- Quarterly advisory sessions to review risks, impacts, and suggested optimizations.
- Learn how to better leverage DevOps to achieve business goals.

Expected outcomes

- Transformative Puppet adoption with accelerated Time to Value (TTV).
- Increased Puppet progression towards automation scalability.
- Effective Puppet ROI resulting from ongoing engagement checks and environment optimizations.
- Reduced support incidences and escalations due to proactive management of customer engagement and Puppet environments.



What you can expect

Your Puppet TAM works closely with you to understand your unique DevOps requirements and helps strategically plan and execute your desired business outcomes in order to expedite TTV with Puppet.

Your TAM service includes:

- Technical guidance, best practices, and activity alignment suggestions to increase the value of Puppet technology within your unique environment.
- Expedited escalation path into Puppet product and support teams.
- Management of high-severity issue resolution and priority routing for support issues.
- Environment engagement checks and written analysis reports delivered during private advisory sessions with recommendations for specific optimizations to increase Puppet ROI.
- Expert TAM Service includes private consultations with Product and Engineering representatives.
- Quarterly Service Review with your stakeholders outlining automation success metrics vs. business objectives, support activity and SLA adherence, Puppet technology enablement, training, and evolving automation goals.

Assumptions

- The TAM program is a 12-month ongoing service engagement purchased on an annual basis with two tiers: Expert and Advanced.
- Expert TAM includes up to 12 hours per week of included TAM services performed remotely along with additional components further described in the Expert TAM Service Description available from Puppet: <https://puppet.app.box.com/v/ExpertTAM-SD>
- Advanced TAM includes up to 8 hours per week of included TAM services performed remotely along with additional components further described in the Advanced TAM Service Description available from Puppet: <https://puppet.app.box.com/v/AdvancedTAM-SD>
- The TAM will work with your key stakeholders for the duration of the engagement.
- The TAM does not perform Puppet implementation work or function as Puppet support.
- TAM service must be purchased in conjunction with Puppet Premium Support service.
- TAM services are delivered during Puppet's normal business hours Monday through Friday with the time zone of the TAM based on the location of customer's headquarters, unless otherwise agreed upon.

For more information about the Puppet TAM Service offerings, please contact [Puppet sales](#) or your Puppet Account Executive.