

Knowing your team, your business objectives, and your IT environment, your TAM will support you in aligning your database infrastructure with your business goals, enabling you to optimize your investment in Postgres.

TAM Highlights

Aligns your Postgres infrastructure with your business goals

Best practices for Postgres

Adoption ideas and rollout strategies

Migration and upgrade planning

Resolution of Postgres-related technical issues

Supports your use case

Guidance for your Postgres team

A Strategic Trusted Advisor to Ensure your Success with Postgres

An EDB Technical Account Manager (TAM) is a designated Postgres product expert who works closely with your IT organization and provides guidance on how to make the best use of your Postgres investment.

The TAM will work with your team to proactively identify and recommend Postgres-based solutions. We help with solutions such as: database architecture

and infrastructure advice, high-availability and disaster recovery strategies, upgrade and migration planning, and designing for scalability.

The TAM is the your single point of contact into all technical areas of EDB, providing you with a named, trusted advisor to ensure successful Postgres implementations.

Personalized Support

Your TAM will be your trusted advisor by sharing Postgres best practices and offering proactive guidance for planning, implementation and ongoing support. As your advocate within EnterpriseDB, the TAM shares ownership of your most critical solutions by helping identify, procure and coordinate the application of additional specialized resources when needed.

Being Ready for the Future

Having a TAM will help you gain visibility into current and future Postgres features, the Postgres Plus Advanced Server roadmap as well as EnterpriseDB services. The TAM will also keep you up to date on your particular enhancement requests and assist you in the creation and management of your own internal roadmap for database development and deployment activities.

Proactive Risk and Cost Management

Continuous knowledge transfer and frequent meetings and reviews enable you to stay ahead of potential challenges before they occur. You will be enabled to evaluate possible Postgres-based solutions to reduce cost and risk.

Technology and Business Insight

Building a direct relationship will allow your TAM to develop an understanding of your environment and your requirements. Knowing your team, your business objectives and your IT environment, your TAM will support you to align your database infrastructure with your business goals.

Flexibility

While your TAM will deliver defined services, like regular meetings and a monthly report, the TAM will flexibly support you as needed. You can involve your TAM in any planning meetings and activities to improve and grow your database environment.

Engaging TAM Services

Contracted on an annual basis

Available for EDB Postgres Enterprise.

Requires that all Postgres instances at the customer be covered by a valid EDB subscription.

Can be contacted during business hours by up to four named customer contacts.

Works on-site at the customer premises for 2-day service reviews and planning meetings, on a quarterly basis at minimum.

Contact us today about:

- » Software Subscriptions
- » Technical Support 24 x 7 x 365
- » Migration Assessments
- » Training (Online / On-Demand)
- » Professional Services

Call the nearest location below or email sales@enterprisedb.com

www.enterprisedb.com

EnterpriseDB Locations

United States
Bedford, MA +1 781-357-3390

The Netherlands (EMEA)
The Hague +31 70 240 0933

Japan
Tokyo +81-50-5532-7038

United Kingdom
+44 1494 616093

India
Pune +91-20-366449600

A Single Point of Contact for All Your Technical Needs

The TAM can be a strategic addition to your team and provide added benefit when you are adopting Postgres in your enterprise or across your data centers. This trusted advisor focuses on ensuring your success with Postgres deployments – and can help contribute certain Postgres best practices that may be beyond the current knowledge base of your team. The TAM works with you to understand your

business and IT priorities, and provides guidance for ensuring successful Postgres implementations that support your objectives. In addition to being the Postgres Solution Architect, the TAM will help troubleshoot critical issues that arise around current Postgres deployments, delivering answers to the most important technical questions quickly.

Your Technical Account Manager Responsibilities

Your TAM knows your business and is a knowledgeable and experienced Postgres ambassador, providing a single business interface to Technical Support, Professional Services, and if required, EDB Product Engineering.

- EDB solution expert who provides guidance on the following:
 - » Alignment of product capabilities to your requirements
 - » Assistance with Postgres adoption and rollout activities
 - » Recommendations for migration strategies
- Represents customer interests within EDB business and technology teams (e.g. feature requests, escalations)
- Contributes as strategic member of your team, and participates in your key meetings
- Oversees and report on the resolution open technical issues
- Conducts monthly service reviews in an open forum with your extended team and provides a monthly activity report including recommendations, open item status and next steps
- Quarterly on-site planning meetings

Supplemental Services

The TAM Service does not include:

- Project consulting
- Database management services
- 24 X 7 support services
- Classroom training

These services are available from EDB, and the TAM can help you understand more and obtain any additional services that may be of benefit based on your needs.