The Challenge

Today's global organizations face an ever-evolving regulatory and technology landscape. The pace of change continues to accelerate driven by ROI opportunities, technology adoption and changes in regulation guidance.

To be successful, you need the cost, scalability and flexibility of a SaaS deployment but you need it to be proactively managed to stay aligned with this pace of change. You need a partner who looks past a standard SaaS deployment, becomes an expert in your company's deployment, relevant IT infrastructure and business practices, and helps build a bridge to your future needs.

At the same time, you require technical proficiency in resolving the complexity of what success looks like for your organization. It's vital you have an advocate who can ensure your voice is clearly heard and translated into tangible and actionable solutions. This partner must also be a domain expert who can drive insights from your deployment and marry this together with best practices to maximise your investment.

The Solution

Smarsh Technical Account Manager (TAM) services are available to maximize the value of your products and premium support. The TAM brings you deep technical expertise as part of a white glove service and develops a profound understanding of your environment and your technology strategy.

Your Technical Account Manager will:

- "Be the expert" on your company's deployment, relevant IT infrastructure, roadmap, business practices and priorities.

- Update and advise you on upcoming technology changes as well as features or benefits of your existing software investment that you may be underutilizing.

- Translate your complex needs into tangible and actionable solutions.

- Proactively liaise with Smarsh Product teams on enhancements as your technical advocate.

- Help manage critical issues, lead technical health reviews and provide relevant recommendations.

- Offer best practice guidance and recommendations for optimum health and performance of your deployment.

Key Differentiators

The TAM is a dedicated full-time senior technical resource that pairs with BCS premium support services and your CSM. The TAM provides an expert end-to-end solution that helps you achieve your key outcomes more quickly and efficiently:

	TAM	BCS Elite*
Technical Requirements and Technology Management		
Technical Requirements and IT Strategic Goals Oversight	•	
Product Enhancement and Roadmap Liaison	•	
Client Advocate (IT Strategy and Technical Stakeholder)	•	
SME (Environment, Product, Best Practice Technical Config + Process)	•	
Proactive Issue Prevention and Mitigation	•	
Change Management and Impact Assessment	•	
Tailored Release Review	•	
Feature and Functionality Recommendations	•	
Cross-Functional Single Point for Technical Escalations	•	
Operational Support		
Support Coverage and Response Times		
24/7/365 Coverage		•
Severity 1 24/7 Response		•
Status Page Updates and Subscriptions		Custom
Response Times		Enhanced
Product Support		
Smarsh Central Self-Service and Community		•
Product Updates, Fixed and Enhancements		•
Priority Handling for Feature Requests		•
Training Subscription Seats		•
Smarsh Engagement		
Account and Service Review	Monthly	Quarterly
Weekly Status Calls	•	•
Dedicated Primary Contact	•	•
Named Executive Sponsor	•	•
Account Reporting and Metrics	Technical Delivery and Critical Issues	Product Support

* Please see the BCS Data Sheet for full details of the features available

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