

Technical Account Management

Overview

Technical Account Management (TAM) is a consulting service to help you, the client, get the most value from your Couchbase deployment, while building a stronger, privileged relationship with Couchbase.

Our Technical Account Managers (TAMs) are seasoned professionals with technical expertise and business acumen to help you achieve your business goals. They work closely with you to understand the unique needs of your business and become your trusted advisors and liaisons at Couchbase. TAMs also proactively provide critical information – such as technical alerts, product notifications, and best practices updates – in a timely manner.

Major benefits of using the TAM service include:

- Getting assistance with performance optimization and tuning
- Reviewing use cases by engaging at a technical level
- Conducting sizing exercises and health checks
- Tracking and oversight of critical issues and escalation management
- Preparing for critical business cycles (e.g. Black Friday for a retail business)
- Providing valuable feedback to Engineering and Product Management teams at Couchbase
- Receiving insight into upcoming Couchbase release content and product roadmap

Engagement Approach

Typically a TAM will get involved in pre-production discussions and will stay engaged during go-live and post-production for as long as you desire. You can purchase the TAM service in daily increments, starting with 1 day/week up to 5 days/week.

Deliverables: Once a TAM is assigned to your account, he/she will meet with you on a recurring basis and work with you to determine the deliverables.

Expenses: Reasonable travel and expenses incurred in conducting on-site activities at the client's site shall be billable to and paid by the client upon receiving invoice with expense report and receipts.

