ownCloud

Service Package Technical Account Manager

Maximize your ownCloud product adoption

Technical Account Manager

——— The Technical Account Manager is your single point of contact in the ownCloud professional services organization. Starting with the development of the full-year plan for optimizing your adoption of your ownCloud software your TAM will strengthen your adoption and build your capabilities to fully leverage your investment in the ownCloud EFSS solution.

Weekly Enablement
Available to you a minimum of half a day per week the ownCloud TAM can provide direction on your particular projects, best practice guidance on architecture, introduction to useful ownCloud Apps governance, process performance, configuration and a host of other subjects.

Monthly/Quarterly Reviews
Your Technical Account Manager will also provide monthly reviews of the current progress of all ownCloud Projects and support a Quarterly Technical Review, including enablement plan updates, progress against the full year capability plan, architecture reviews and a technical Health Check.

Annual Roadmap Reviews and Planning
Once per year you'll be invited to sit down with our development teams to learn about our product development roadmap and provide your input and feedback. At the end of the year we'll confirm progress against your longer-term data integration roadmap and provide recommendations for the coming year.

Monthly/Quarterly Reviews
The TAM will also report on the status of your support tickets to help ensure they're getting the right level of attention from the right resources, including our development team, where applicable.

Program Activities

We divide the program into two sections. The section "Setup" will handle all initial task starting with ownCloud, the second section "maintenance" will support you during the live cycle of your application.

Setup	Maintain
Review requirements	Best practices brown-bag use case reviews
Technical account plan	Executive review (quarterly)
Blueprint architecture	R&D roadmap discussion annually
Customer readiness/Maturity assessment	Support ticket reporting

Overview program activities

Highlighted Features

ownCloud's Technical Account Manager program includes a broad spectrum of adoption support.

Technical Account Plan

A full year plan, tailored and aligned to your specific business objectives, offering training and enablement, best practice guidance and support including such elements as:

* **ownCloud Reference Architecture**
* **Specific ownCloud projects support**
* **Other adoption recommendations**

Periodic Updates & Reviews

We establish a regular cadence for the plan, providing feedback, status, reviews and recommendations at regular intervals, tailored to your calendar:

* **Monthly "brown bags" or "office hours"**
* **Quarterly business reviews**
* **Quarterly ownCloud health check**
* **Project status reviews**
* **Annual R&D roadmap discussion**
* **Annual plan review & next step recommendations**

About ownCloud

Organizations that must share confidential data internally and externally rely on ownCloud's onpremises enterprise Universal File Access platform. Only ownCloud gives IT the visibility and control required to manage sensitive data, preserve business processes, and integrate with existing compliant infrastructures while offering users the modern collaboration experience they demand. This is made possible through ownCloud's open, modular architecture, extreme extensibility and unique federated cloud sharing capabilities.

For more information, visit: https://owncloud.com

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