

TECHNICAL ACCOUNT MANAGER

KEY RESULTS



- Direct contact:
 - › Technical Support
 - › Product Management
 - › Solution Architects



- Dedicated resource
- Certified EFT Server Professional
- 12-month, renewable contract

SPECIALIZED EFT™ EXPERTISE AT YOUR FINGERTIPS

Companies are driven to reduce costs and improve operational efficiencies through technological innovation. This naturally translates into a growing number of IT projects on which success or failure can hinge on the ability to complete these projects on time, within budget, and to specification. In fact, 75% of IT managers feel that IT projects are doomed to fail. Even companies who are content with IT “business as usual” can easily find themselves relying on outdated legacy systems which, upon failure, could cripple a business. With a specialized EFT expert from Globalscape, you can complete your EFT project on-time and within budget.

EXPERIENCED IN IT AND WITH GLOBALSCAPE’S SOLUTIONS

Globalscape’s Technical Account Managers (TAM) are IT professionals who carry technical certifications in the Globalscape product line, Windows, project management, and industry certifications such as Cisco and VMWare.

SERVICES	SERVICE LEVEL		
	Platinum	Standard	Basic
Service Time	7 days per month	4 days per month	2 days per month
After-hours support	1 day’s notice required	1 week’s notice required	N/A
TAM on site (Client pays all travel expenses)	Available with 2 week’s notice	Available with 2 week’s notice	N/A

ABOUT GLOBALSCAPE

Globalscape, Inc. (NYSE MKT: GSB) is a pioneer in securing and automating the movement and integration of data seamlessly in, around and outside your business, between applications, people and places, in and out of the cloud. Globalscape provides cloud services that automate your work, secure your data and integrate your applications while giving visibility to those who need it. Globalscape makes business flow brilliantly. For more information, visit <http://www.globalscape.com> or follow the blog and Twitter updates.

TAM SERVICES INCLUDE:

- After-hours support (Platinum and Standard only)
- On-site visits, as needed (Platinum and Standard only)
- Issue resolution/escalation
- Communicate change and feature request with Product Management
- Defining internal success metrics
- Architectural guidance for Globalscape initiatives
- Defining service strategy for Globalscape initiatives based on ITIL framework
- Attend project or initiative status meetings
- Leverage Professional Services (Requires an additional contract)
- Quarterly business review (Platinum and Standard only)



www.globalscape.com
1.800.290.5054

4500 Lockhill-Selma Rd, Suite 150
San Antonio, TX 78249
United States

GLOBALSCAPE