

## Technical Account Manager (TAM)



### KEY BENEFITS:

- Personal attention from your assigned TAM
- Research “what-if” scenarios
- Technical planning sessions
- Technical Q&A on how our products are built and perform
- Visibility into Globalscape engineering tasks (change/feature requests)
- Visibility into support cases
- Thoughtful explanation of new product features as they relate to the company’s needs
- Annual contract

### GLOBALSCAPE’S CONCIERGE-LIKE TECHNICAL SUPPORT SERVICE

A Globalscape Technical Account Manager (TAM) is a named technical contact who can regularly spend time with you to help you maximize your current deployment. Your TAM will track your support requests, perform research projects, help with small scripting or configuration questions, advise on technical planning, and many other tasks.

With a Globalscape TAM on your team, you’ll have regular, year-round support from someone you know, and who knows how Globalscape’s solutions work best in your environment, always ready when you need them.

### Experienced in IT and with Globalscape’s solutions

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

### What can a TAM do for you?

The level of engagement depends on the level of TAM purchased. You will be assigned a TAM who can assist or provide you with:

- Informed decision about how to setup and configure your environment
- Strategic plan based on the assessment of your environment
- Expert advice on using project management methodology to capture requirements, evaluate risk, and ensure a successful implementation of Globalscape products
- Evaluation of your security posture to ensure best practices
- Evaluation of your disaster recovery and business continuation plans
- Evaluation of new requirements and recommendations for future growth

		Service Level		
		Platinum	Standard	Basic
Service Time	12-month engagement	7 days per month	4 days per month	2 days per month
	After hours support	1 day notice required	1 week notice required	N/A
	TAM available to travel onsite	Available with 2 weeks notice*	Available with 2 weeks notice*	N/A
Globalscape Operations & Advocacy	Assist with issue resolution	✓	✓	✓
	Assist with problem resolution	✓	✓	✓
	Assist with issue escalation	✓	✓	✓
	Communicate change and Feature request with Product Management	✓	✓	✓
	Leverage Professional Services	✓ *	✓ *	✓ *
Best Practices	Provide architectural guidance for Globalscape initiatives	✓	✓	✓
	Assist in defining internal success metrics	✓	✓	✓
	Assist in defining Service Strategy for Globalscape initiative based on ITIL framework	✓	✓	✓
Insight & Planning	Attend Project or initiative Status Meetings	✓	✓	✓
	Quarterly Business Review	✓	✓	N/A

\*Client pays all travel expenses in advance

\*\* Professional services engagement requires an additional contract

## ABOUT GLOBALSCAPE

Globalscape is an innovative software company that secures mission-critical exchanges of data across multiple platforms - including remote and mobility solutions - for businesses worldwide. Through superior software, standards compliance and experienced, reliable support, Globalscape secures information exchange for individuals, global enterprises, governments, and small and medium enterprises across a wide range of industries.