

Puppet Technical Account Management (TAM)

Partner Directly with a Puppet Pro

A Puppet Technical Account Manager (TAM) is a dedicated advisor who works closely with your team to optimize your use of Perforce Puppet so you can reach your organization's automation KPIs, DevOps initiatives, and overall infrastructure goals faster.

- **Get custom insights unique to your infrastructure** and specific Puppet implementation
- **Expedite issue resolution** with a priority line to Puppet Support
- **Choose between 3-month or 1-year TAM engagements** (details below)

IT organizations need to move faster than ever. They're turning to their infrastructure teams to support growing development teams and help them meet skyrocketing business demands and maintain security and compliance expectations — all while the skills gap keeps widening. The Puppet TAM service provides personalized technical guidance and priority support access to help organizations fill the gap, maximize your time to value with Puppet technologies, and deliver software faster and more securely.

TAM is More than Puppet Support

Puppet Technical Account Managers don't only know how to use Puppet. Your TAM will work closely with your team to understand what makes your infrastructure unique and what your DevOps and platform strategies need to succeed. Then, they'll provide specific, actionable guidance on how you can tweak and enhance your use of Puppet to achieve better outcomes.

TAM Service Levels & Engagement Details

TAM Accelerator	TAM Advanced	TAM Expert
Hours: Up to 8 hours per week Term: 3 months Read the TAM Accelerator service description here	Hours: Up to 8 hours per week Term: 1 year Read the TAM Advanced service description here	Hours: Up to 12 hours per week Term: 1 year Read the TAM Expert service description here

What's Included with Puppet TAM Services

- **A designated advocate** offering personalized service to ensure your successful adoption of Puppet technologies.
- **Management of high-severity issue resolution and priority access** to Puppet product and support organizations.
- **Quarterly advisory sessions** to review risks, impacts, and suggested optimizations.
- **Technical guidance, best practices, and advice you can use** to increase the value of Puppet technology within your unique environment.
- **Environment engagement checks and written analysis reports** delivered during private advisory sessions with recommendations for specific optimizations to increase your Puppet ROI.
- **Strategic engagement with Customer, including:**
 - Execution of a Maturity Assessment to evaluate current capabilities, processes, and adoption of Puppet technology, identifying strengths, gaps, and opportunities for improvement.
 - Regular reviews of the Maturity Assessment to track progress, refine recommendations, and align future activities with the Customer's evolving business goals.
- **A Quarterly Service Review with your stakeholders**, where your TAM outlines automation success metrics vs. business objectives; support activity and SLA adherence; Puppet technology enablement and training; and your organization's evolving automation goals.

For more information about Puppet TAM Service offerings, please contact the Puppet sales team or your Puppet Account Executive.

Contact Us ►

puppet.com/contact

Notes

- Customer will have a current subscription for Premium level of Support for one or more Puppet products for the duration of the TAM term or is purchasing Premium level of Support in conjunction with purchase of this Service.
- The TAM does not perform Puppet implementation services or function as Puppet support.
- TAM services will be performed by Puppet's staff with resources to be determined by Puppet. Services and resources may be changed periodically at Puppet's sole discretion.
- Services are performed remotely during Puppet's normal Monday–Friday business hours based on the location of the customer's headquarters (unless otherwise agreed upon).
- All TAM services will be performed remotely. Any onsite time requires Puppet's prior approval and may be subject to additional travel and expenses fees. Any unused hours expire at the end of a week and do not roll over.