A V E R E

Technical Account Manager
Avere Professional Services

Key Benefits

- Proactively apply best practices

- Streamline daily operations

- Manage and resolve customer support cases in timely manner

- Communicate with stakeholders and advise on new projects

- Improve operations and uptime with historical trend analysis and proactive support

- Educate customer on product, solution architecture, and roadmap

- Advise on new software releases and upgrade planning

The Avere Technical Account Manager (TAM) is an experienced, technically oriented manager focused on the success of the customer with the Avere solution today and into the future. The TAM is a member of the Avere Global Services (AGS) staff who is embedded with customer support, engineering, and product management at Avere headquarters. Through relationship building with account stakeholders and in-depth knowledge of the customer environment, the TAM proactively applies Avere best practices, streamlines operational procedures, and aligns future releases and projects.

The TAM, together with other technical experts at Avere, provides a wide-range of professional services including account management, case management, proactive support, education, and upgrade advisement.

Account Management

Successful account management begins with the TAM's intimate knowledge of the customer infrastructure and data workflows. To keep the customer informed about all Avere service-related events, the TAM maintains databases of all the stakeholders at the account and all deployed hardware, software licenses, and service contracts. The TAM uses this information to keep all stakeholders informed of upcoming EOA/EOS dates, service contract expirations, and other lifecycle milestones.

On a quarterly basis, the TAM reviews the configuration of all existing Avere systems, advises on scheduled maintenance activities and best practices, and helps ensure configuration changes or expansions are executed in confidence. When new projects arise, the TAM is a trusted advisor to work with the project team and Avere sales for sizing and architecting new Avere solutions.

Strategic, face-to-face meetings are held on an annual basis to provide a technical deep-dive on the customer's environment. The TAM engages technical experts from the solution architecture and product management organizations and facilitates discussions on the existing architecture, new projects, and Avere roadmap.

Case Management

The TAM manages customer support cases from inside Avere, streamlining processes and helping to quickly resolve issues. The TAM is notified upon creation of each new case and works with AGS to ensure proper prioritization and coordination of resources for all open support cases.

Account Management
- Quarterly configuration reviews
- New project advisement
- Annual strategic planning
- Lifecycle management
- Account contact database

Case Management
- 24x7 Priority 1 case management
- Priority 2-4 case escalation management
- Weekly case review meetings
- Root cause analysis
- Process postmortems

Proactive Support
- Proactive cluster monitoring
- Best-practice recommendations and tracking
- Performance reporting and analysis
- Historical reporting on cluster activities and events
- Case trending analysis

Education
- Support process and tools review
- Quarterly product training
- Solution architecture consulting
- Product roadmap updates

Upgrade Advisement
- Upgrade advice and planning
- Release recommendations
- Engineering ticket tracking

Add-on Services (at additional cost)
- System optimization
- Performance tuning
- Workflow analysis
- Project management
- Data migrations

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For Priority 1 cases, the TAM, with assistance from an after-hours team, provides 24x7 coverage, engaging the support and engineering resources necessary to facilitate timely short-term remediation and long-term resolution. For Priority 2-4 cases, the TAM oversees case escalations and keeps the customer informed of the status on a regular basis.

The TAM coordinates weekly meetings with all account stakeholders to review open support cases and engineering tickets, provides updates on status and progress, and adjusts priority when necessary. Process postmortems and technical root cause analyses are conducted when deemed necessary to improve operational procedures, minimize repeats, and educate the customer.

Proactive Support

The TAM uses comprehensive system monitoring and analysis tools to provide proactive support and help keep all Avere clusters operating efficiently. Nightly uploads to AGS and a powerful GUI on the Avere cluster enables a rich set of proactive support capabilities including activity trending, performance reporting, and capacity reporting.

The TAM reviews monthly activity reports for each Avere cluster and provides detailed analysis of the trends, highlighting areas of concern and providing recommendations on configuration or workflow changes. The TAM also reviews software and hardware case reports and provides case trending analysis for all Avere products, outlining the components involved, frequency, and recommended procedures to reduce event occurrences.

The TAM provides monthly reporting on storage performance and capacity. Performance is a critical requirement for many Avere customers and tracking operations per second, throughput, latency, CPU utilization, and client distribution helps to keep overall application performance at peak levels. Capacity reporting on all connected NAS, public object, and private object storage systems helps to keep the entire storage area network operating efficiently and avoids surprises like running out of space or receiving large bills from cloud storage providers.

Education

Educational services, provided by the TAM and other subject-matter experts at Avere, help the customer to optimize their use of the Avere solution. The TAM leads regular reviews of Avere support processes and tools to ensure the customer is working with the AGS organization in the most effective manner.

Product training is provided on a quarterly basis to expand the customer team's product knowledge and keep them informed about the latest features. The customer selects topics from a training catalogue and an Avere training instructor prepares a customized training session and delivers it over web conferencing.

For strategic needs related to the Avere architecture and product roadmap, the TAM facilitates discussions between the customer and the solution architecture and product management organizations at Avere.

Upgrade Advisement

Avere OS is under constant development, testing, and release management. This allows Avere to deliver new features and fixes to customers at a regular and rapid cadence. The TAM is embedded with customer support, engineering, and product management and has access to all available information on new releases. This access combined with intimate knowledge of the customer environment and needs, enables the TAM to advise on the best time to upgrade Avere systems and recommend best-fit versions of the Avere OS software.

Additional Services

Avere Global Services offers many additional services that are beyond the scope of the TAM offering. These include system optimization, performance tuning, workflow analysis, project management, and data migration services. Contact your Avere Systems sales representative or authorized Avere partner for more details.