

# Shadow-Soft Technical Advisory Team

The Shadow-Soft Technical Advisory Team (STAT) provides your company with an experienced consultant, your Shadow-Soft Technical Advisor (STA), who is the single point-of-contact for your account. They are backed by a team of specialized consultants and engineers dedicated to helping you achieve your objectives across the emerging technology solutions that we provide.

## HOW IT WORKS

STA's work closely with your development and operations teams as well as your business leaders. Each STA takes a hands-on approach to both leverage your existing technology investments more efficiently and empower your teams with insight around emerging technologies.

Working alongside your Administrators, DevOps Teams, Project Managers, and other stakeholders, your STA and the Shadow-Soft Technical Advisory Team are there to help you achieve your goals:

- Help you set up, maintain, and improve the DevOps, CI/CD, and Container Infrastructure processes at your company
- Assist your organization with adopting and integrating emerging technologies using the DevOps methodologies
- Be a technical resource helping you meet business objectives
- Provide flexible scheduling so you can reserve time with your STA in advance, based on your schedule, projects, and deadlines

## BENEFITS OF THE PROGRAM

- ✓ **Peace of Mind over Software Support:** Helpdesk adds another layer of support to help resolve difficult issues even faster by working with OEM Support when needed.
- ✓ **More than a TAM:** Your STA functions as a TAM while offering the benefits of a hands-on-keyboard SME across multiple technologies.
- ✓ **Integration:** Your STA is highly proficient in adopting new open source technologies.
- ✓ **Training:** Your STA is highly skilled at implementing new and emerging tech.
- ✓ **Covered Emerging Technologies:** Core expertise in CI/CD, DevOps, Automation, Kubernetes, Containers, Microservices, Monitoring, and Analytics.

## WHAT YOU GET

Gain access to a dedicated support helpdesk, devoted Technical Advisor, and the collective knowledge of the Shadow-Soft Technical Advisory Team. Annual contracts include:

- **Dedicated Helpdesk:** 9x5x5 coverage, 4 hour response (Core and Enterprise only)
- **Shadow-Soft Technical Advisor:** Dedicated and shared resource who knows your environment and is always available for a minimum amount of hours per month. The STA functions as your POC, TPM, and Senior Advisor. Time is consumed hourly, available within 24-48 hours notice, and expires quarterly if not used. Additional hours can be purchased and are based on availability. Delivered Remote or Onsite\*\*
- **Shadow-Soft Technical Advisory Team:** Dedicated, full-time consultant resources available for a minimum amount of hours per month. Hours are consumed weekly with a 2-6 week estimated availability. STAT customers are always a higher priority than non-STAT customers. Unused hours expire quarterly and additional hours can be purchased based on availability.

	Starter*	Core	Enterprise	Additional Usage
Program Scope	Single-specialty	Single-specialty	Multi-specialty	
Helpdesk for Priority Issues	N/A	6 tickets/year	12 tickets/year	\$500/ticket
Shadow-Soft Technical Advisor	4 hours/month minimum	8 hours/month minimum	10 hours/month minimum	\$225/hour, hourly increments
Shadow-Soft Technical Advisory Team**	20 hours/month minimum	40 hours/month minimum	40 hours/month minimum	\$195/hour weekly increments
<b>Options:</b>				
Buy More Hours	No	Yes	Yes	
Escalate to OEM	No	Yes	Yes	
Upfront Assessment	No	Yes (1st day)	Yes (1st week)	

\* Starter STA services delivered remotely only.

\*\* Can be delivered onsite or remote. Onsite consulting has minimum consumption restrictions, T&E not included and travel time is normally billable



Call 770-546-0077

or



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