

DataStax Technical Account Manager Subscription Service

Data Sheet

Overview

DataStax offers a **Technical Account Manager (TAM) Subscription Service** to increase a customer's operational effectiveness with the DataStax software platform. A DataStax Solutions Architect (SA) will provide deep product knowledge and expertise to help streamline deployment and operation of your DataStax software platform.

Backed by the resources of the entire DataStax Professional Services organization and armed with best practices, a dedicated SA will work with a customer to minimize operational risks and to increase cross-functional awareness of the DataStax platform.

Approach

The DataStax SA works closely with the customer to understand key aspects of the DataStax platform supporting an application, including the specific use cases, business needs and plans for growth. Through the TAM Subscription Service, DataStax assists the customer with the following core activities:

- Perform a quarterly review of the health of the DataStax customer deployment
- Conduct Best-practice reviews around Data Modeling, Code Reviews, Architecture Expansion and Testing
- Provide recommendations for Center of Excellence (CoE) implementation
- Act as a consistent point-of-contact into the DataStax Professional Services team
- Coordinate briefings and deep-dive sessions with DataStax product experts on topics pertinent to a customer's objectives

Benefits

The DataStax Solution Architect Subscription Service provides the customer with best practices honed over hundreds of similar customer engagements. Customers that use an **Agile** Development approach as well as customers that need the expertise of DataStax involvement in **Production** will benefit from this service. This service is designed to increase your speed and stability with a production application on the DataStax software platform and provides the following benefits:

- **Professional Services Single Point of Contact** – The SA provides the customer with a consistent voice for their needs and will facilitate technical discussions and plans with the customer and DataStax.
- **Align Performance** – The DataStax SA will assist with the tuning of system performance and provide recommendations for refinements for end application performance.
- **Increase Operational Effectiveness** – During Best-Practice Reviews, the SA will provide best-practice recommendations and workshops to increase the customer's ability to maximize operational effectiveness of the DataStax platform.
- **Facilitate CoE Progress** – During Center of Excellence (CoE) Reviews, the SA will review the DataStax CoE framework and will work with the customer to measure progress toward establishing a complete CoE.
- **Consistent, Subscription-based Service** – The TAM service is subscription based and provides for a minimum of one day per week of onsite work by a DataStax SA. The customer may also choose to have the SA provide assistance remotely in lieu of being onsite. Working with the customer, DataStax Professional Services will help establish a predictable engagement schedule.

For more information, please contact your account executive or send an email to customer care@datastax.com.

Terms

- Please refer to the DataStax Services Terms for specific details regarding terms of Services delivery.
- This is a pre-paid Services offering.
- Travel and expenses associated with this service are reimbursable to DataStax.