Google Cloud

Technical Account Management

Technical Account Management (TAM) will help customers plan and execute a cloud strategy, providing them with best practice advice, implementation guidance, and access to Google subject matter experts. Through regular meetings and quarterly reviews, Technical Account Managers will help identify and monitor key success metrics to help ensure customers get the most out of their G Suite or Google Cloud Platform investment.

Key Activities

Cloud Strategy and Consultancy
- Assess customer objectives and business requirements in order to develop a cloud strategy and implementation roadmap that is aligned with those goals
- Identify appropriate milestones and KPIs to measure success and to further refine the customer's cloud strategy
- Provide a single view into all the customer's G Suite or Google Cloud Platform projects, acting as a primary focal point for technical questions, ideas, and issues
- Coordinate communications between Google and customer regarding customer's cloud environment

Implementation Management
- Provide ongoing guidance around the execution of the cloud implementation roadmap
- Offer proactive best practice advice on cloud architecture and procedures, engaging with Google subject matter experts for in-depth review
- Lead regular meetings to help projects stay on track towards set milestones, answer questions, and resolve identified issues
- Manage technical support escalations and coordinate with Google subject matter experts to help address technical inquiries related to G Suite or Google Cloud Platform products

Advocacy and Thought Leadership
- Engage with customer executives in quarterly business reviews to assess progress against cloud strategy roadmap and plan for subsequent quarters
- Identify customer product needs and advocate for feature requests with Google Product Management and Engineering teams
- Facilitate access to exclusive Google events such as Executive Briefing Center visits, quarterly roadmap sessions, and other customer forums
- Provide assistance with customer's participation in testing new or alpha/beta stage G Suite or Google Cloud Platform products

Deliverables
- Cloud strategy roadmap
- Advice from Google Cloud subject matter experts
- Regular meetings (weekly/bi-weekly)
- Optimization review of enterprise architecture according to best practices
- Open issue review; projects and program status updates
- Product/Engineering feature request and issue tracking
- Change management best practices session
- Provide contextual details for critical support cases
- Long-term shared customer success plan
- Quarterly business reviews
- Invitation to quarterly product roadmap sessions (sessions held via livestream)

Scope and Pricing
- 12-month engagement
- Non-cancellable fees
- One TAM unit provides on average one business day's worth of effort per week
- Pricing will be agreed upon by customer and Google specified in the applicable Ordering Document