

Pega Technical Account Manager (TAM)

Proactive and preemptive guidance

A Pega data sheet

A Pega Technical Account Manager (TAM) is your proactive technical management liaison to align strategic objectives and streamline your daily operations. A TAM's purpose is to drive enterprise scalability, optimize platform reliability, and simplify service operations.

Technical Account Managers will ensure that your Pega Platform™ is scalable, offering guidance and recommendations in support of your critical business processes. TAMs will improve performance, and empower platform health with expert coaching and insights using the appropriate monitoring tools, analysis, and remediation. TAMs will also establish resiliency, offering proactive guidance to prevent future problems – with preemptive insights to address the root cause before issues even happen.

To learn more about Pega Technical Account Managers, contact your Pega representative.

Challenge

Today, organizations rely on technology for business-as-usual. In fact, 55%* of IT budgets are spent on business operations alone. Application portfolios quickly become overloaded, leaving IT with less budget and a never ending “wish list” of work to be completed. On top of that, being able to pivot quickly is a necessity – especially for mission-critical apps.

Solution

Having the ability, knowledge, and (most importantly) time is key to being proactive. Our clients need to address every opportunity to improve productivity while delivering a better service. This is where a Technical Account Manager can help.

Think of a TAM as your:

- Technical advisor
- Trusted single point of contact
- Safeguard to your Pega investment
- Outcome-focused, client-obsessed partner
- Pega support liaison

About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at [pega.com](https://www.pega.com)

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