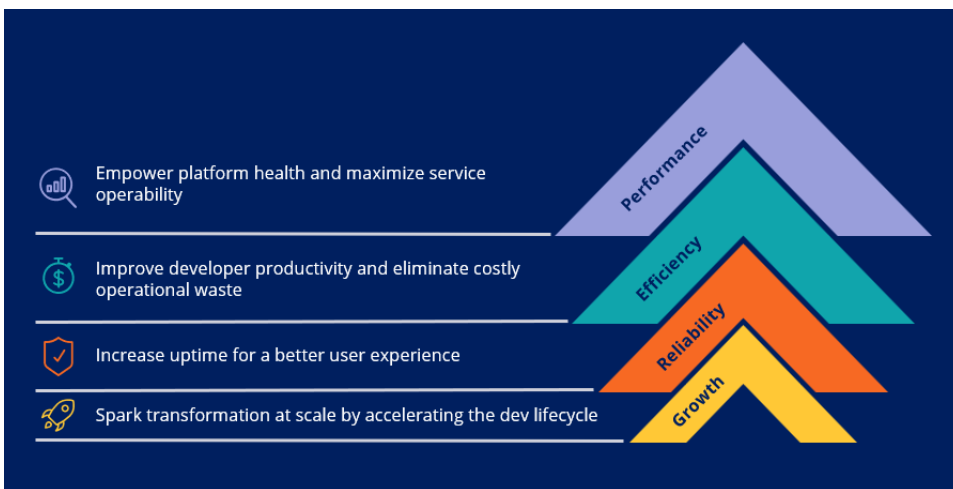


# Technical Account Management Service

Proactive technical strategies for maximum operability and performance

In today's rapidly evolving technological landscape, staying ahead of the curve is paramount for businesses striving to drive innovation and sustain growth. However, the constant demands of day-to-day operations can often divert precious development resources away from the strategic initiatives that fuel progress.

What if you could liberate your development teams from the burdens of chasing fires and production outages, allowing them to redirect their energy towards automation and emerging technologies? With our expert guidance and proactive solutions, we empower your organization to harness the full potential of innovation, while we fine tune your operations and increase developer productivity, enabling you to reach new heights of success. Welcome to a future where growth and innovation are no longer hindered but propelled to new levels of maturity by an optimized client experience..



The Technical Account Management Service optimizes your delivery lifecycle and the end user experience through access to the Pega product, engineering and support expertise that will help you excel. In the end, your business will experience improved daily operations, platform reliability and increased scalability. Above all, the velocity at which change can be handled will increase with the proactive strategies that will be applied.

## Scenario

Today, organizations rely on technology for business-as-usual. In fact, more than half 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

Pega offers a Technical Account Management annual subscription service to improve operability, increase reliability, and ensure scalability.

The service is led by a Technical Account Manager (TAM), a senior strategic resource dedicated to your program, who contributes to your business and IT goals by eliminating costly waste from your development cycles and improving developer productivity and application-driven outcomes.

---

## Service Summary

The Technical Account Management Service is led by Pega's most experienced resources on an annual subscription basis, giving you dedicated access to deep technical knowledge and a community of expert advisors. With this subscription service, the Pega Technical Architect (TAM) will be your Pega point of contact, responsible for bringing the full power of the Pega ecosystem to maximize these areas of opportunity.

- **Empowering platform health:** The TAM service uses a suite of proven tools to get you to optimal operational performance. It identifies technical operational challenges and potential blockers and ensures maintainability and ongoing technical success.
- **Improve Efficiency:** Identify opportunities for building apps efficiently and for effective maintenance.
- **Reliability:** Ensure the platform is built to optimize uptime and enable a better user experience.
- **Growth:** Deliver learnings from operations across the software development lifecycle to facilitate rapid growth and solution scaling.

**Contact your Pega representative to learn more!**