MESOSPHERE SERVICES: TECHNICAL ACCOUNT MANAGER

Overview

Mesosphere provides a range of consulting services to help customers accelerate their adoption of Mesosphere DC/OS, a production-proven platform to easily deploy and elastically scale containers and big data services seamlessly across on-premise hardware and and public cloud instances. Mesosphere works closely with our customers to ensure they are successful designing, deploying and operating a DC/OS environment. Access to Mesosphere's knowledge, experience and operational guidance allows customers to avoid common pitfalls and decrease time to market.

Technical Account Manager

The Technical Account Manager (TAM) works with customers to set strategic direction and continually improve operations and processes, and acts as a consistent technical resource to assist in optimizing the customer's experience with Mesosphere DC/OS.

The TAM serves as your central point of contact for Mesosphere customer support matters, and works closely with you to avoid problems, coordinating your Mesosphere issue management, escalation and resolution. The TAM engages with your team as a consistent technical resource and serves as your advocate to optimize your experience with Mesosphere DC/OS.

In addition to maintaining a high level of awareness regarding service issues affecting your Mesosphere environment, the TAM:

- Performs technical health checks of the system in production

- Performs best practice knowledge transfer in the development and operations phases

- Conducts ongoing education delivery to the customer's team

- Assists in executing key technical activities along the Design, Deploy, and Operate phases

Pricing and Scoping

A Technical Account Manager is available up to 1 day per week over a 12-month period. For pricing, please contact your Mesosphere Sales Representative.

About Mesosphere Enterprise DC/OS

Mesosphere brings enterprises the power of cloud native technologies, with the control to run on any infrastructure — datacenter or cloud. Mesosphere DC/OS is the only production-proven platform that powers both modern app components — containers and data services — so businesses can accelerate time to market with confidence, and save. Based on Apache Mesos, DC/OS is trusted by Verizon, Autodesk, Charter, Esri and many other Fortune 1000 companies.

Interested In Learning More?

Contact our Sales team at www.mesosphere.com/contact or visit our website www.mesosphere.com/services.