

Technical Account Management

Your TAM is an extension of your team into Google, providing you with a partner to advocate for your needs, help maintain deployment velocity, and accelerate your business outcomes. TAMs are experts who use their comprehensive understanding of your priorities and objectives to bring forward the right part of Google at the right time. The Named TAM service is included with the purchase of Premium Support.

Key Objectives

- **Architecture Stability:** Provide best practice guidance as you implement critical solutions to meet performance, resilience and business requirements
- **Platform Health:** Help ensure your health on Google Cloud, guiding the proactive and reactive support at your most critical moments.
- **Operational Rigor:** Help you to transform and modernize IT operations and cloud operating models to effectively use cloud and drive overall best use and satisfaction of Google Cloud.

Features

Technical Account Management Services

- Google Cloud Onboarding
- Escalation Support
- Incident Alerting
- Incident Reviews
- Event Management
- Reliability Readiness
- Learning Roadmap
- Operational Health Reviews
- Program Status Reviews
- Cloud Capability Assessments
- Cost Optimization
- Product Roadmaps
- Capacity Planning
- Feature Request Advocacy
- Proactive Technical Advisory

The depth and frequency of these services is dependant on TAM Service Level. Additional features are unlocked with Expanded TAM including: Change Awareness & Planning, Resilience Operations Reviews, and Architecture Reviews.

[Consult a sales representative](https://cloud.google.com/tam) for more information. Visit cloud.google.com/tam for more details.

Pricing and Scope

This is a 12-month engagement. Non-cancellable fees Pricing will be agreed upon by customer and Google specified in the applicable Ordering Document

TAM Service Levels

Premium Support customers have the option of purchasing additional TAM coverage beyond the Named TAM service.

Named TAM - The foundational TAM services, delivered by a single TAM managing several strategic accounts. This is included with Premium Support.

Expanded TAM - A service with additional benefits that is delivered by a single TAM managing a small set of strategic accounts.

Dedicated TAM - A high-touch service delivered by a single TAM that is dedicated to your organization.

Multi-TAM - A combination of these service levels across regions for a service designed for complex, global organizations, delivered collaboratively by multiple TAMs. Custom scope and price.

Terms and Conditions: This datasheet is associated with the following SKUs: SUPPORT-GCP-ADD-COVERAGE-REG1, SUPPORT-GCP-ADD-COVERAGE-REG2, SUPPORT-GCP-ADD-COVERAGE-REG3, SUPPORT-GSUITE-ADD-COVERAGE. The services described in this datasheet are governed by the applicable fully signed ordering document and any incorporated terms and conditions.