



TAM SERVICE PACKAGES

Service Components		Gold	Silver	Bronze
TAM Resource		Dedicated	Dedicated	Shared
Remote meetings		Bi-weekly	Monthly	Quarterly
Escalation Management		√	√	
Extended Services	*Service Days (over a 12-month period)	32	15	4
	Operations and best practices guidance	√	√	√
	Beta participation	√		
Proactive Services	Monthly service status support	√	√	
	Priority for planning and delivery	√		
Preventative Services	Quarterly technology roadmap sessions	√		
	Quarterly environment health checks	√		

**NOTE: Services days are valid during the 12-month period of the TAM contract. Any remaining services days outstanding after the 12-month contract will be expired. Services days are meant for services related to AvePoint product deployment and explicitly excludes development.*

KEY FEATURES

- AvePoint TAM services grant you access to our Microsoft Certified Technical Specialists (MCTS) to help you better plan for – and receive maximum value from – your Microsoft and AvePoint solutions implementations
- On-site and/or remote professional services sessions and monthly status reports allow you to monitor your Microsoft environment’s performance
- AvePoint Technical Account Managers provide extensive AvePoint, Office 365, and SharePoint architecture reviews and best practices guidance to help your organization perform optimally
- 800+ full-time R&D staff working closely with AvePoint Support swiftly resolve customer challenges and satisfy customization request