

Your TuxCare Technical Account Manager

Get the most out of your TuxCare investments

with comprehensive, personalized support and guidance across all TuxCare products



Finding and retaining the necessary in-house expertise to effectively manage and optimize your IT infrastructure can be daunting. With a TuxCare Technical Account Manager (TAM), you can offload some of this burden and gain a dedicated Linux security expert that understands the challenges you face, rapidly addresses any unexpected incidents, and is easily accessible to answer whatever questions you may have.

Our TAMs are open-source experts who possess deep knowledge and experience to help you navigate the complexities of your technology stack, ensuring seamless operations and maximizing the potential of your TuxCare investments.

Key benefits



Enhanced expertise

Enjoy the knowledge and experience of our dedicated team, who possess an in-depth understanding and knowledge of TuxCare technologies and how they interact with your infrastructure.



Strategic planning

Leverage the TuxCare TAM Team's expertise in planning upgrades, implementing new features, and optimizing performance to align with your business goals.



Priority support

Gain a knowledgeable primary point of contact who organizes regular calls to identify and address operational issues, advocates on your behalf, coordinates multi-vendor issues, and enables swift incident resolution.



Tailor-made advice

Get personalized guidance and proactive recommendations, ensuring your technology stack is configured to provide best-in-practice security for your environment and tailored for your specific business needs.



Security guidance

Receive security and regulatory compliance advice to ensure your IT infrastructure remains protected against security risks.



Knowledge transfer

Benefit from training workshops, empowering your team with the skills required to manage your TuxCare products independently.

TAM Service Tiers

	Dedicated TAM	TAM
Availability	40 hours per week	8 hours per week
Working hours	5x8	5x8
Calls	As agreed	Once every 2 weeks
Support cases	Primary point of contact; manages escalations	Provides the support team with context for the ticket; manages escalations
Multi-vendor issue coordination	Yes (when applicable). If the root cause is identified, then the normal support process applies.	Yes (when applicable). If the root cause is identified, then the normal support process applies.
Ticketing system	Facilitates integration between a customer's and TuxCare's ticketing systems	Facilitates integration between a customer's and TuxCare's ticketing systems
Early beta access to new products	Yes	Yes



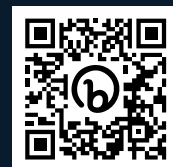
For more information, visit <https://docs.tuxcare.com/service-descriptions/#technical-account-manager>

Technical Account Manager services for TuxCare products enable you to optimize your infrastructure, overcome technical challenges, and achieve your business objectives with confidence. To unlock the full potential of your TuxCare investments while benefiting from our deep expertise and unwavering commitment to your success, reach out to your TuxCare representative or [contact us](#).

Certifications and Awards



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