

Technical Relationship Manager



Consulting TRM service

Trusted technical advisors to thousands of enterprise customers... and counting



As your organization standardizes on AppSense and expands deployment, the Technical Relationship Manager (TRM) offers expert knowledge, acts as a conduit to other areas of the AppSense business, and provides commitment to help maximize your investment in AppSense. The TRM leverages a proven methodology and acts a critical enabler to guide you in best practices and facilitate rapid progress toward your strategic goals.

Overview

As the single point of contact the Technical Relationship Manager is a trusted advisor to customers providing valuable guidance around the operation and optimization of their AppSense installation.

Engaging with customers at any point after AppSense licenses have been purchased the AppSense TRM can help define project requirements, ratify solution designs, provide knowledge transfer, or assess the impact of changes to your environment.

About AppSense

We are the leading provider of user virtualization technology to enterprise organizations. User virtualization is a way of managing user-specific information independent of the desktop, and applying this information into any desktop (local install, virtualized, published, streamed etc) on-demand. This enables IT to standardize the desktop build, automate desktop and application delivery, and migrate users to new desktops – all while ensuring the user experience is seamless, personal, predictable and easily manageable.

The TRM service is purchased as a block of dedicated technical resource for a 12 month period. The block equates to approximately 40 business days per year. Most customers use an average of 3 days per month, knowing that the actual time fluctuates based on need. The service is predominantly delivered onsite.

The TRM service is a 12 month engagement tailored to each client's needs.

Features

The TRM service begins with a meeting to agree an engagement plan; as each customer's requirements are unique the engagement plan is critical to the success of the TRM service. Typical features of the service are highlighted below.

Depending on the deployment lifecycle the TRM will:

- Work with the business to help define the project requirements
- Ratify the Hardware and Configuration design documents.
- Provide "in-project" support

After AppSense has been deployed the TRM can provide technical enablement to your IT team by:

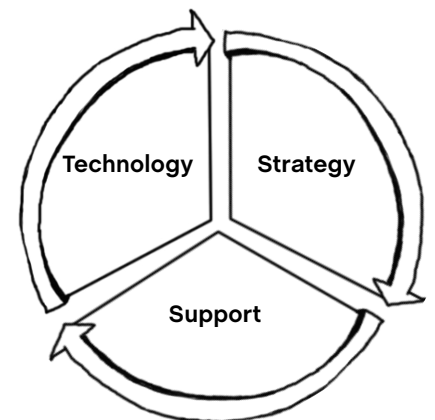
- Providing focused education with a specific emphasis on your AppSense configuration
- Holding best practice workshops
- Advise on new product functionality and patch release information

Additionally the TRM will provide updates on the AppSense strategic roadmap for your installed products, matching your short-term and long-term business goals with specific technology solutions. Should a particular feature be required which is not in the roadmap the TRM can make feature requests to the AppSense development team.

On a quarterly basis the TRM will review with you the support incidents being raised and identify trends which may be addressed by changing internal processes or require further education.

Outside these quarterly reviews the TRM acts as a single point of accountability to escalate and manage issues and requests across various AppSense divisions.

Should the business plan changes to the environment the TRM can assess the impact of these and advise accordingly.



Increase return on investment by driving momentum toward your goals and aligning people and processes according to proven best practices.

Mitigate risk by working with an AppSense expert who can identify common pitfalls and leverage resources within AppSense.

Requirements

Given the nature of some of the product roadmap information provided, an NDA between the customer and AppSense is required.

Scope & pricing

The TRM Service is for a period of 12 months from date of purchase, providing up to 40 consultancy days. For pricing please refer to your AppSense representative.