



Recommended for You



Additional Value

**Our Kolme TAM consultants will sit side-by-side with you, building scalable solutions to enhance your business processes**



Trusted Planview AdaptiveWork Partners



AdaptiveWork Admin I,II,III Certified



Experts in AdaptiveWork Configuration & Technical DevOps



Knowledgeable in Upcoming Features



A Named TAM Resource for You



# TAM SERVICES

## TECHNICAL ACCOUNT MANAGER (TAM)

A named AdaptiveWork expert engaged to help your AdaptiveWork administrators succeed. TAM service subscription includes weekly or bi-weekly Q&A / coaching sessions to help troubleshoot error logs, answer configuration questions, and provide guidance on best practice.

Our TAMs understand the AdaptiveWork product inside and out, maximizing your AdaptiveWork investment and being your trusted mentor on how to best use the tool to meet your business goals.

## SERVICE INCLUDES

- One-on-One Technical Coaching Sessions (1 hour each)
  - Options for 2x or 4x a month
- “Tier 2” Support to resolve errors without ticketing
- Liaison with Planview Support for ticket escalation
- Proactive conversation for upcoming features
  - Beta Features not available to everyone
  - Quarterly product release notes
- Access to Kolme University Configuration Masterclass to grow your technical skills

## ADDITIONAL BENEFITS

- Kolme SWAG
- Discount on additional professional services hours

## INVESTMENT

Package Options	Pay Quarterly	Pay Yearly	Yearly Plan Savings
2 x 1 hour coaching sessions per month	\$4,500	\$15,000	\$3,000
4 x 1 hour coaching sessions per month	\$6,000	\$20,000	\$4,000