



Advisory Services

For Cloud or On-premises Implementations

Every Code42 deployment starts with ProStart, but your organization may have additional requirements that involve further configuration and customization to maximize your Code42 deployment and investment. Code42 Technical Account Managers are your subject matter and technology experts for rapid deployment and ongoing success.

Technical Account Managers*

Code42 offers a higher-level technical service partnership in which your organization is assigned a dedicated technical account manager (TAM). This individual serves as your primary technical contact and brings detailed knowledge to your deployment and Code42’s solution performance and capabilities. Your TAM will manage every detail of your deployment, then leverage technical familiarity to provide ongoing guidance, support and operational reviews.

*Code42 TAMs augment the Customer Champion team—our problem-solving front line. Code42 Customer Champions monitor and respond to everyday support requests and escalate technical questions and product issues to TAMs as needed. Contact your Code42 account representative for more information and details on Advisory Services.

DELIVERABLE	FREQUENCY	TAM SUPPORT
Technical expertise	Ongoing	<ul style="list-style-type: none"> Serves as technical and escalation point of contact post-deployment, offering guidance on best practices and recommendations tailored to your organization
Cloud capacity review	Monthly	<ul style="list-style-type: none"> Reviews storage growth and capacity
Cloud health review	Monthly	<ul style="list-style-type: none"> Monitors system health and provides reporting Monitors alerts from previous month ticket review
Ticket review	Monthly	<ul style="list-style-type: none"> Reviews tickets resolved from previous month Reviews open tickets and actions
Architecture review	Quarterly	<ul style="list-style-type: none"> Manages architectural diagramming on-premises or hybrid cloud environment Provides best practice recommendations Provides scalability planning for upgraded and future deployments, ensuring your implementation can evolve to meet future growth
Remote Health Check	Annual	<ul style="list-style-type: none"> Endpoint deployment methods User on-boarding and off-boarding System best practices review