



Technical Account Management Program

Overview

Developing a service oriented architecture (SOA) and integrating applications are not easy tasks. Even with lightweight and developer-friendly tools such as Mule and Mule Galaxy, and help from the open source community, developers and architects often require help from specialists who have a depth of integration and SOA experience and knowledge of implementation best practices.

The Technical Account Management Program is designed to provide hands-on support during the pre-production phase of development with Mule. Program participants are assigned an on-demand Technical Account Manager (TAM), a consistent and knowledgeable Mule resource familiar with their customer's overall implementation issues. The TAM provides proactive architectural guidance, assistance with Mule product usage, technical management support, visibility into the Mule product roadmap, and upgrade planning and assistance. Leveraging their deep domain expertise and knowledge of the complete implementation process, the TAM can interface with MuleSource Engineering when necessary, providing a hotline-like response to implementation issues.

The TAM Program is available to all customers in the pre-production stage of development, as a pre-paid bundle of consulting hours. Because the service is on-demand, TAM Program customers can maximize developer efficiency, only engaging with the TAM when their expertise is needed.

In addition to enterprise IT organizations, the TAM program is also ideal for MuleSource Partners who require a supplemental resource with in-depth knowledge of MuleSource products. The TAM is able to assist with activities such as proposal development, sales support and ongoing Mule product knowledge transfer.

About MuleSoft

MuleSoft provides enterprise-class software, support and services for the world's most popular open source application infrastructure products, Mule ESB and Apache Tomcat. With the lightweight and powerful Mule ESB and MuleSoft Tcat Server, MuleSoft is bringing simple yet powerful infrastructure to today's dynamic Web applications. Today, MuleSoft products boast more than 1.5 million downloads and over 2,000 production deployments by leading organizations such as Walmart.com, Nestlé, Honeywell and DHL, as well as 5 of the world's top 10 banks. MuleSoft is headquartered in San Francisco with offices worldwide.

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Program Services

- ▶ Proactive account management
- ▶ Interface to MuleSoft Engineering and Technical Support
- ▶ Project plan review
- ▶ Discussion of future releases, features, functions
- ▶ Assurance of customer satisfaction
- ▶ Procurement of additional resources

Benefits

- ▶ Single point of contact for all MuleSoft resources
- ▶ Deep SOA experience and Mule product expertise
- ▶ Advocate for your needs with a knowledge of MuleSoft
- ▶ Efficient use of resources - pay for only what you need

For more information:
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