



Ensuring your technological investment

Pendo Technical Account Managers (TAMs) are product experts who proactively partner with your organization to instill operational quality and deliver outcomes with Pendo. TAMs engage with your implementation, inform your technical integration strategy, advise during application upgrades, and provide best practices. Customers who plan on deploying Pendo across multiple apps and brands, have increased security and privacy stands, or require engaged technical advice and guidance will benefit from working with a TAM throughout their full journey with Pendo.

Fast Track to Value



Your Technical Account Manager will expedite your time to value with Pendo. With a smooth transition from onboarding, we will design a clear path to success by partnering with your success manager and other Pendo resources.

A Personal Expert



You'll have a technical expert who understands your goals and the details of your deployment from the beginning. With this context your TAM can apply their deep knowledge of Pendo solutions to suit your specific needs.

Manage and Prevent Issues



Your TAM will proactively review your deployment and ensure your configuration is optimized. If you need to engage with Technical Success, your TAM will guide the conversation and make sure your issues are resolved quickly.

BENEFITS OF A PENDO TECHNICAL ACCOUNT MANAGER

- Relationship with a technical expert from the beginning of your Pendo deployment who has an understanding of your business goals and can apply deep technical knowledge of Pendo solutions to your unique environment.
- Partner with your security and privacy standards in mind to ensure your configuration reflects them.
- A named product expert with a full view of your organization who is able to drive best practices and consistency across different product lines.
- Assistance easily extending Pendo data to other tools with consulting on all steps of data extraction via our API.
- Proactive notifications and resolutions for critical issues.
- Expert to complement the relationship with your dedicated Customer Success Manager and Technical Success, providing additional coverage for ongoing enablement and strategy.

SUCCESSFUL OUTCOMES*

- Ensure each application's configuration is healthy and optimized to achieve your goals through an **Installation Optimization** for each instance.
- Prioritize feature requests and review upcoming Pendo roadmap during quarterly **Technical Feedback Reviews**.
- Pinpoint training opportunities for your organization through a quarterly **Support Analysis**.
- Integrate with existing **Success Plans** to help drive accelerated outcomes and provide technical guidance in existing initiatives.
- Faster realization of insights through experiment structuring and Pendo analytics.
- Limit technical issues through proactive identification and configuration.

** Engagements will vary depending on the TAM tier purchased*