



Professional Service:

Technical Account Management

What we offer

Expert Alignment of Technical & Business Objectives

The Lingotek Technical Account Manager (TAM) is assigned to your organization over a 12-month period to ensure successful implementation of the Lingotek platform and project. The Lingotek TAM evaluates both technical and business objectives to align the requirements for a successful project and ensures best practices delivery through project planning, initiation and completion.

- Enhancement request capture and management.
- An engineering liaison to navigate resource allocation.
- Roadmap prioritization and prescription.
- Agile responsiveness to customer needs.
- Identification of innovation opportunities.
- Collaboration on additional technical, procedural or approach methodologies.

Benefits of Technical Account Management

- An internal advocate and single contact for support.
- Advanced technical services and best practices delivery.
- A customized implementation plan.
- On-demand virtual training.
- A process and technology audit.
- Regular consultation on issues and feature requests.
- Access to upcoming features and product roadmaps.
- KPI and measurable success metrics.
- Quarterly business reviews.
- Sandbox access for new feature testing.



THE TRANSLATION NETWORK

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