Data Sheet

Nasuni Technical Relationship Management (TRM)

Maximize your investment, optimize your resources and proactively plan for growth.

Overview

The Technical Relationship Manager (TRM) is your trusted advisor and single point of contact who helps you get the most from your Nasuni investment. TRMs augment Nasuni Professional Services, serving as cross-functional technical resources who provide guidance on deploying Nasuni enterprise file services as well as best practices recommendations.

Each TRM has extensive industry experience providing storage, data protection, infrastructure management, and cloud expertise to a wide range of companies. The TRM is invested in the success of Nasuni within your enterprise, serving as your direct access point to Nasuni's support, product and, engineering teams.

TRMs help escalate issues and advocate on your behalf. They are also your resource for technical coordination between Nasuni partners and your IT team for implementation needs.

Proactive Planning

Your TRM will work with you to assess your business needs and ensure proper use of Nasuni, using their deep knowledge of your account. Your TRM will also leverage this knowledge to help with strategic planning and growth.

Entitlements and Benefits

Key TRM service entitlements and benefits include:

Annual Technical Deep Dive

Once a year, your TRM will review your specific workloads to analyze how you are utilizing Nasuni, and compare this to your goals. Through a Feature Adoption Scorecard, your TRM will identify ways to accelerate the adoption of new features and ensure you are leveraging all the benefits of our enterprise file services platform to get the most out of your investment. The TRM will also give you an inside look at our product roadmap so that you can begin planning early to take advantage of new features.

Periodic Business Review

In this periodic status check, your TRM and your Account Manager will analyze the KPI trends of your implementation and benchmark them against other customers. This benchmarking enables your TRM to identify unusual trends, such as higher than expected storage growth rates or more demanding workloads, and recommend changes to your Nasuni deployment before problems arise. Your TRM will also measure your progress against prioritized workloads to ensure you are on track.

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Feature Adoption Tips

Customers often select Nasuni to address a specific need, but there may be other benefits that can apply to your organization. Your TRM will work to ensure you are adopting the complete set of Nasuni capabilities and provide guidance on how to leverage all its benefits. You'll also receive advice on how to apply Nasuni to other IT initiatives such as Ransomware mitigation and DR planning.

Technical Touch-Base

In this recurring check-in, your TRM will measure the status of your Nasuni implementation against original expectations. The TRM will gauge your general satisfaction with Nasuni and develop technical plans to derive more from our enterprise file services solution.

Escalations and Q&A

Your TRM will always be on the lookout for support issues that are hindering your successful deployment of Nasuni, escalating issues when necessary and following through to ensure prompt and efficient resolution. Your TRM will also be available for general technical relationship issues and to answer basic questions about Nasuni enterprise file services.

Compare Nasuni Support and Service Offerings

Reactive Support	Standard	TRM Enterprise	TRM Global
Email	✔	✔	✔
Phone	✔	✔	✔
24/7	✔	✔	✔
Response SLA	✔	✔	✔
Proactive Analysis			
Single Point of Contact		4 hours per week	8 hours per week
Account Coordination		✔	✔
Annual Technical Deep Dive		✔	✔
Periodic Business Review		✔	✔
Feature Adoption Tips		✔	✔
Technical Touch-Base		✔	✔
Escalations and Q&A		✔	✔
Cost			
Annual Price	Included with Nasuni subscription	Additional cost per year	Additional cost per year