

Technical Account Management



Keep your Octopus Deploy and DevOps processes performing at their best with expert advice from our Technical Account Managers (TAMs). With guidance from a TAM, you can optimize your use of Octopus, boost user adoption, improve your DevOps processes, and increase your return on investment.

Offering	Bronze	Silver	Gold	Platinum
Weekly TAM time	1 hour	3 hours	7 hours	14 hours
Octopus system health check	N/A	Annually	Bi-annually	Bi-annually
Octopus Deploy and DevOps improvement plans				
DevOps & Octopus capability assessment	✓	✓	✓	✓
Success plans	Annually	Annually	Bi-annually	Quarterly
Octopus guidance		✓	✓	✓
DevOps guidance			✓	✓
Technical insights as part of executive business reviews	N/A	Annually	Bi-annually	Quarterly
Knowledge sharing sessions/workshops across the organization	N/A	Annually	Bi-annually	Quarterly
Review of support ticket themes to identify configuration and process improvement opportunities, including knowledge gap assessment and training recommendations	N/A	Annually	Quarterly	Monthly
Incident management and escalation				
Incident report	✓	✓	✓	✓
Shared incident board			✓	✓
Dedicated communication channel on Slack				✓
Internal advocacy for product development	✓	✓	✓	✓
New feature adoption				
Demo of new feature	✓	✓	✓	✓
Guidance implementing and using the new feature		✓	✓	✓
TAM participation in customer stand-up meetings (remote)	N/A	N/A	Max 1 hr per week	Max 2 hrs per week
TAM response time	24 hours	8 hours	4 hours	2 hours
Number of unique customer contacts	1	3	4	10
Annual cost	\$10,000 USD	\$25,000 USD	\$50,000 USD	\$100,000 USD

For more details, please contact your Account Executive or email sales@octopus.com.