

Add an Aerospike Expert to Your Team

Highlights

- **Assigned Aerospike technical expert**
- **Provides best practices and insights into architectural and operational concerns**
- **Onsite and remote workshops**
- **Understands the business context for your use cases**

Overview

Teams need ongoing access to technical expertise throughout the application lifecycle. They need resources who understand their use cases and constraints so they can get right into designing and evaluating solutions.

Aerospike Technical Account Managers (TAMs) are technical architects who can be assigned to be a member of your team(s). The TAM will engage your team at least weekly to provide onsite or remote Aerospike-related consulting and guidance. Your TAM will be geographically located to reduce the travel impact for onsite visits and short-notice meeting requests that happen from time to time.

Technical Account Manager Activities

The following activities are examples of services that a Technical Account Manager can provide.

Consulting

- Evaluate the suitability of Aerospike for new projects
- Guidance on infrastructure roadmap planning
- Complete capacity planning
- Review application architecture
- Provide training for development and infrastructure teams

Development & Build

- Provide data modeling assistance
- Assess development plan for Aerospike and flag launch risks
- Audit Aerospike performance/configuration and recommend remediations

Deployment & Launch

- War-room coordination with Aerospike engineering and support teams
- Assist establishing best practices for operations tasks such as deployment, configuration, monitoring, etc.
- Resolve technical conflicts

Maintenance

- Analysis of application hardware load/capacity
- Consult and assist with remediation of post-launch Aerospike issues
- Complete Health Checks

Support Liaison

- Review ongoing support cases
- Serve as an escalation point for support

Benefits

- Direct access to an Aerospike technical expert who is also at the forefront of all the Aerospike capabilities.
- Regular proactive planning and technical reviews.
- Single technical point of contact and conduit to the wider technical authorities within Aerospike, regularly bringing in the right people to assist.
- Provide business and technical context to cases worked by the Aerospike support team.
- A trusted advisor to work with the Architecture, Development, and Site Reliability Engineering teams and partners.
- Checkpoint reports on the health and performance of your Aerospike deployment.

About Aerospike

Aerospike is the global leader in next-generation, real-time NoSQL data solutions for any scale. Aerospike enterprises overcome seemingly impossible data bottlenecks to compete and win with a fraction of the infrastructure complexity and cost of legacy NoSQL databases. Aerospike's patented Hybrid Memory Architecture™ delivers an unbreakable competitive advantage by unlocking the full potential of modern hardware, delivering previously unimaginable value from vast amounts of data at the edge, to the core and in the cloud. Aerospike empowers customers to instantly fight fraud; dramatically increase shopping cart size; deploy global digital payment networks; and deliver instant, one-to-one personalization for millions of customers. Aerospike customers include Airtel, Banca d'Italia, Nielsen, PayPal, Snap, Verizon Media and Wayfair. The company is headquartered in Mountain View, Calif., with additional locations in London; Bengaluru, India; and Tel Aviv, Israel.

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