



Enterprise TAM (ETAM)

Enterprise Technical Account Management is a concierge service provided to high velocity clients focused on improving operational efficiency and program efficacy. Enterprise TAMs consolidate administrative overhead, streamline communication, and provide enterprise program management allowing teams to perform to their core strengths with added focus.

Discover

- Maintain deep functional knowledge of client's business operations, goals, challenges and infrastructure
- Full integration and immersion with client's team
- Participate in executive and senior technology leadership planning
- Understand client workflows, processes, policies, procedures and, most importantly, people
- Provide guidance and technology recommendations

Assess

- Ensure Thrive alignment with client's prioritized business objectives and initiatives
- Regular technical business conversations to maintain alignment
- Review current business and technology trends, offer focused technology solutions
- Assess business risk and potential opportunities within the technology scope

Strategy

- Assist with strategic guidance by aligning Thrive products and services with best practices and partner needs
- Help mitigate risk with Thrive Platform products and services
- Assist with new technology/solution environment readiness
- Assist with budget forecasting, financial cost analysis reports and service documentation

Technical Program Management

- Establish milestones, maintain alignment, and execute efficiently
- Coordinate communications with single, unified voice
- Build program charter, roles, tasks, and success metrics
- Ensure definition, alignment and focus on priority initiatives
- Create and modify business and technical documentation for planning and reporting purposes



Program Management and Alignment



- **TECHNOLOGY** – Enterprise Technical Program Management improves alignment, communication, and collaboration
- **IT STRATEGY** – Address the tactical without losing sight of the strategy
- **BUSINESS GOALS** – Establish program milestones, drive alignment towards a common vision, and execute on business and strategic goals
- **SECURITY STRATEGY** – Unified approach and effective execution of IT and Cybersecurity roadmap

TAKE THE NEXT STEP

To learn more about how Thrive can help your business, please visit

thrivenextgen.com