IGEL TECHNICAL RELATIONSHIP MANAGER (TRM)

The IGEL Technical Relationship Manager (TRM) is a strategic resource designed to accelerate solution adoption and return on investment for IGEL products.

The best way to maximize the ROI of your IGEL investment is to have a resource that understands your business and helps you leverage IGEL tools to meet your objectives. IGEL TRM's are the highest level technical resource available. They are proactive in understanding your business and assertive in helping you leverage IGEL solutions to meet your goals.

The TRM service is a subscription based renewable offering that generally runs for a period of twelve months. Your TRM will work with the project sponsor, project and business stakeholders and key operational personnel within the organization to accelerate early phases of adoption and guide integration into daily operations. The TRM is a pro-active service which works closely with the IGEL support and consulting teams. While working in conjunction with these teams, it is not a substitute for the services offered by them.

TRMs are intended to provide a bridge between customer's business requirements and the functionality of IGEL products. They have the necessary technical expertise and business acumen to align your product usage with best practices.

	PREMIER TRM	ENTERPRISE TRM
Days per year	Up to 24 days (192 Hours)	Up to 48 days (384 Hours)
Onsite	Up to 25%	Up to 40%
Travel	Included	Included
Duration	12 Months	12 Months

Service Deliverables Framework

There are a number of deliverables available as part of the IGEL TRM Services; these are outlined in the table below. Since each engagement is customized to suit each customer, your TRM will work with you at the beginning of the engagement on the deliverables most relevant to your organization and goals.

DESCRIPTION	COMPONENT
TRM Advisory Report	Where are we? Where do we want to be? How will IGEL help me get there?
High Level Engagement Plan	A graphical timeline showing a quarter-by-quarter breakdown of activities
Quarterly Engagement Plan	A graphical timeline with agreed dates for each activity, the plan is updated at the quarterly review
IGEL Center of Excellence (CoE)	A virtual team made up of IT staff from multiple teams, the CoE will accelerate deployment of IGEL to optimize return on investment
TRM Quarterly Status Report	A presentation of progress against the quarterly plan, activities completed and planning for the next quarter
Architectural Guidance Workshops	Work with stakeholders to define the implications and optimal IGEL architecture within their evolving IT environment
Software Deployment Workshops	Guidance on the integration between IGEL technologies and application delivery solutions
Knowledge Transfer Workshops	Tailored sessions which focus on product features and bridge the gap between formal training and the customer environment
Change Ratification, Advice & Assistance	Including the TRM in your change management process can ensure that IGEL products are not impacted or will hinder a proposed change
Configuration Advice & Assistance	Working with customer contacts to ensure that as new configurations are deployed, these are done in the most optimal manner
Stakeholder Awareness & Advocacy	As a trusted advisor the TRM can ensure that IGEL products are used strategically rather than just tactically
Customer Roadmap Workshops	Ensuring that customer deployment schedules are optimized in relation to IGEL (and our partners) release schedules
Infrastructure Blueprint	A high level infrastructure diagram, this will typically be the output of an infrastructure workshop
Sizing Guidelines	Sizing guidelines will be discussed during a workshop to guide customer architects on how to size the environment in line with best practices
Best Practice Workshops	These workshops can be called upon to discuss and demonstrate the optimal deployment of IGEL components
Health Checks	Health check conducted one per quarter to ensure the environment is optimally configured and in compliance with IGEL best practices

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