



IGEL ADVANCED SERVICES

Technical Relationship Manager (TRM)

Leverage experienced IGEL resources to meet your objectives

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.

What is IGEL TRM?

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

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.





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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.



Service Deliverables Framework

There are a number of deliverables available as part of the IGEL TRM services. Since each engagement is customized to suit each customer, your TRM will work with you on the deliverables most relevant to your organization and goals. The available deliverables are outlined in the following table:



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TRM Services Included	TRM Light	TRM Premier	TRM Enterprise	TRM Enterprise +
Engagement Kickoff Meeting	✓	✓	✓	✓
Business Review	Annually (remote only)	6 Months	Quarterly	Quarterly
TRM Advisory Meeting & Report	Monthly	Bi-Weekly	Weekly	Weekly
Engagement Plan	✓	✓	✓	✓
Knowledge Transfer	✓	✓*	✓*	✓*
Health Checks	Annually	6 Months	Quarterly*	Quarterly*
IGEL Migration Workshop (as required)	✓	✓	✓	✓
Best Practice Enhancements	✓	✓	✓	✓
Configuration Advice & Assistance	✓	✓	✓	✓
On-Site Visit (available upon request)	-	✓	✓	✓
Scheduled assistance for IGEL Infrastructure Updates	-	✓	✓	✓
Software Deployment Workshops (App Creator Portal)	-	✓	✓	✓
Deployment Workshops	-	✓	✓	✓
Product Roadmap Session with OCTO	Annually	6 Months	Quarterly	Quarterly
VPN Access to customer environment	-	-	✓	✓
IGEL Certified Hardware Testing	-	-	✓	✓
IGEL Conference benefits	-	-	-	✓
Early access of IGEL Products	-	-	-	✓
Dedicated Escalation Support Engineer	-	-	-	✓
IGEL Academy Premium Vouchers	-	-	-	✓