Technical Account Management (TAM)

A Proactive Technical Partnership for Mission-Critical Collaboration

Mattermost provides sovereign collaboration for teams operating in mission-critical and regulated environments enabling modern workflows without sacrificing control.

Mattermost Technical Account Management (TAM) is a proactive, strategic technical partnership designed to ensure your deployment remains secure, reliable, and resilient as operational demands evolve. Going beyond reactive support, TAM delivers outcome-driven guidance that reduces risk, improves reliability, and aligns your Mattermost platform with your long-term mission, architecture, and roadmap.

Key Benefits of Technical Account Management

Faster time-to-value and stronger adoption

Higher reliability with less operational risk

Greater confidence in upgrades and platform changes

Clear visibility into platform health and optimization opportunities

A trusted technical partner invested in your long-term success

What You Get with Mattermost TAM

Named Technical Advisor	A consistent Mattermost expert who understands your architecture, workflows, and objectives.
Platform Health & Risk Management	Proactive assessment of system health, configuration, performance, and operational readiness.
Adoption & Enablement Guidance	Best practices and technical enablement to drive effective, scalable usage.
Upgrade & Release Planning	Proactive guidance on upgrades and releases to reduce risk and downtime.
Architecture & Roadmap Alignment	Strategic alignment of Mattermost capabilities with your technical and business roadmap.
Escalation & Support Advocacy	Active ownership and coordination of critical issues with Mattermost Support and Engineering.
Executive & Stakeholder Reviews	Outcome-focused reviews highlighting progress, risks, and recommendations.

Service Levels Customized to Your Needs

- **Standard TAM:** Proactive technical guidance focused on platform stability, adoption, and roadmap alignment.
- **Premium TAM:** A high-touch, strategic partnership for mission-critical environments requiring deeper engagement, proactive risk mitigation, and close alignment with Mattermost engineering and product teams.

Take Control of Your Operational Ecosystem

Mattermost TAM is ideal for organizations that depend on Mattermost for critical communications, operate in regulated or high-availability environments, run large or complex deployments, and value a proactive, strategic technical partnership.

Mattermost.com

Mattermost
MISSION IN MOTION