Alation

Technical Account Manager

Technical advisor, guide, and Alationaut

Overview

A Technical Account Manager (TAM) is a specialized product expert with a deep functional and technical understanding of the Alation data intelligence platform.

A TAM acts as your advisor who helps ensure the successful rollout, adoption, and expansion of your catalog.

A TAM is an Alationaut who is your technical liaison with deep connections to our Product & Engineering teams.

Responsibilities

- Provide data source connection expertise & best practices
- Script & share code samples that leverage REST APIs
- Guide through integrations with lineage & data quality tools
- Help with analytics queries to fit your catalog customizations & desired KPIs
- Prepare for upgrades & future capacity plans
- Review & recommend changes based on technical health checks
- Lead technical troubleshooting sessions
- Explore & discover new use cases
- Train & enable your admins & end users
- Participate in cadence meetings & executive review sessions

Experience

TAMs have deep experience in the implementation of the catalog, from the onboarding of new data sources, to catalog UI customizations, to writing REST API code samples for bulk operations.

Their range of skills is uniquely broad and deep. Each is an expert at catalog design, configuration, scripting, query authoring, training, integration, and reporting.

Benefits

Extend platform usage: TAMs have access to a wide array of information, APIs, and integration frameworks that they use to recommend approaches for expanding and extending use of the platform.

Speed up issue response time: The TAM's deep understanding of the customer environment allows them to communicate, gather input, and troubleshoot alongside Alation Support. The net result is fewer Alation Support communication cycles to reproduce and find the root cause of issues.

Avoid support issues: TAMs steer customers away from problematic uses of the platform, recommend alternative approaches, create workarounds, and provide training. They also build a deep working relationship with their customer's support and operations teams which raises the customer team's knowledge level and ability to self diagnose.

Designated assignment: To ensure a deep understanding and relationship, each customer has an assigned, named TAM. Customers and TAMs develop close, trusted relationships that build confidence for Alation users and stakeholders. Customers and TAMs work together to plan and allocate how time can be used for maximum benefit. We recommend a weekly cadence to start.

Flexible purchase options: We have purchasing options to fit your needs, whether you're going with an Essentials, Deluxe, or Enterprise software license. As well, the TAM can be bundled to complement other Expert Services such as a Customer Engagement Manager (CEM).

About Alation

Alation is the data intelligence company. Nearly 600 global enterprises — including 40% of the Fortune 100 — rely on Alation to realize value from their data and AI initiatives. Customers such as Cisco, DocuSign, Nasdaq, Pfizer, and Samsung trust Alation's platform for self-service analytics, cloud transformation, data governance, and AI-ready data, fostering data-driven innovation at scale. Headquartered in Redwood City, California, Alation has been recognized five times by Inc. Magazine as one of the Best Workplaces. To learn more, visit www.alation.com.