

Vivun

# Premium TAM Service

**vivun.**

# What to expect from Premium TAM Service

Our Technical Account Management (TAM) team looks forward to partnering with you on your Vivun journey.

## Support Tailored to Your Needs

The Premium TAM Service provides a comprehensive suite of strategic offerings to help your organization successfully adopt and maximize the potential value of the Vivun platform. From initial onboarding to ongoing value realization, our team is committed to ensuring your success every step of the way.

Our tailored program is focused on three core goals:

**Adoption & Change  
Management**

**Iteration & Ongoing  
Optimization**

**Value  
Realization**

## A Partner Invested in Your Success

It is our mission to empower Vivun customers with the tools and knowledge to achieve your goals. All customers have access to our network of experts in Technical Sales, Salesforce, and the Vivun platform:

### Vivun's Network of Experts:

- Account Executive
- Customer Support
- Basic TAM Service\*

\*Basic TAM service includes up to 1 meeting per month for strategy and troubleshooting and, if needed, 1 Vivun reconfiguration per year, with subsequent end-user retraining.

### Premium Network of Experts:

- Dedicated TAM
- Account Executive
- Sales Engineer
- Customer Support
- Product Management
- Executive Leadership

**Interested in a deeper level of collaboration?** Premium customers partner directly with a dedicated TAM, who ensures you receive the highest level of service and value from the platform and our company.

## Premium Partnership Promise

Together we will produce a mutually beneficial framework to enable your Vivun adoption goals while defining team member roles, operating cadence, executive alignment, outcome measurement, and identifying future areas of value for your team and broader organization.



# Premium TAM Service Details

The following will help you choose the tier of Premium TAM Service that best fits your needs and goals.

## Adoption & Change Management

SERVICE	BASIC	GOLD	PLATINUM
Access to standard overview guides in app for all new users	✓	✓	✓
Customer newsletter outlining latest and upcoming releases and webinars (1x month)	✓	✓	✓
Access to Knowledge Base, announcements, and release notes for new features	✓	✓	✓
Standard Vivun user manual including functionality descriptions	✓	✓	✓
Access to a designated Technical Account Manager (TAM)*	✗	✓	✓
Personalized TAM meeting cadence for strategy, support, and consultation**	✗	✓	✓
Predefined UAT Test Scripts and support during the UAT process	✗	✓	✓
Assist and advise with Salesforce configuration specific to Vivun-related setup and optimizations for go-live	✗	✓	✓
Configuration support for the following standard integrations: Jira, Aha, Productboard, Slack, Tableau, PowerBI	✗	✓	✓
Access to change management messaging guidance and communication templates	✗	✗	✓
Early access to new Beta features and design partner opportunities	✗	✗	✓
Dedicated “train the trainer” sessions for Vivun champions (Up to 2 sessions per year)	✗	✗	✓

\*The basic level of service includes access to our TAM team via email, as well as to the Vivun Knowledge Center.

\*\*The basic level of service includes up to 1 meeting per month with a TAM, as needed or requested.

## Iteration & Ongoing Optimization

SERVICE	BASIC	GOLD	PLATINUM
Reconfiguration support and subsequent end-user retraining (Up to 1/year)	✓	✓	✓
Health check meetings to discuss current state, issues, and questions (1/month)	✓	✓	✓
Dedicated app upgrade coordination and installation across dev, sandbox and production environments	✗	✓	✓
External Slack Channel with customer leaders, customer champions, and Vivun TAM	✗	✓	✓
Enablement sessions for end users on new features and newly adopted use cases (up to 4/yr)	✗	✓	✓
Direct escalation of your critical Salesforce tickets by Vivun's TAM	✗	✗	✓
Dedicated consulting on new process and workflows using Vivun fields and objects (up to 10 sessions per year)	✗	✗	✓
Dedicated consulting and configuration support for phased rollouts and reconfiguration as needed	✗	✗	✓
Dedicated resource to coordinate or navigate modifications through Operations and IT internal processes if needed	✗	✗	✓
Quarterly roadmap sessions with Vivun product leaders	✗	✗	✓

## Value Realization

SERVICE	BASIC	GOLD	PLATINUM
Overview of standard Vivun provided reports in Salesforce and Xpert Analytics (1 session)	✓	✓	✓
Overview session outlining Vivun recommended custom dashboards for Salesforce reporting with accompanying documentation (1 session)	✓	✓	✓
Quarterly review and analysis of standard KPI and adoption metrics inline with industry best practices with customer's core team	✗	✓	✓
Access to standardized value realization insights and metrics based on Vivun customer data	✗	✓	✓
Executive Business review with Vivun Leadership and customer's executive steering committee (up to 2x/yr)	✗	✗	✓
Vivun to partner with customer steering committee to design set of customized value realization targets and provide data insights on a quarterly basis	✗	✗	✓
Custom reporting best practices and guidance on customized Salesforce reports to satisfy customer's unique use cases and requirements	✗	✗	✓
Eligibility to join Vivun Customer Advisory Board	✗	✗	✓

# What Premium TAM Customers Say

**96%** of customers say their dedicated TAM understands their business needs and technical environment extremely or very well.

**96%** of customers say their dedicated TAM is effective or very effective in resolving technical issues and challenges.

**9.2**  
AVERAGE  
NPS

// [TAM] simply cares so much about our success that it shows in every interaction.

// [TAM] completely understands our business needs and anticipates what will bring value to us.

// [TAM] is willing to go to battle with us when we run into obstacles/challenges and will be proactive with us to ensure we are getting the most from our implementation.

// This has been the best TAM experience for over a decade. Technically strong, always following up, we are really happy.

**DocuSign**

**dayforce**

 **snowflake**

**ADP**

 **coupa**

 **harness**

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