

Technical Success Management

Your Success is Our Mission

For those who want to accelerate their OutSystems adoption, we offer **Technical Success Management**, providing you with privileged access to an OutSystems technical expert and faster technical support times (SLAs). A Technical Success Manager (TSM) will work with your team on the **adoption and growth of OutSystems** to maximize and accelerate the benefits you get from the platform.

Why this Service Is for You

With a focus on success at all stages of adoption, **Technical Success Management** helps customers achieve better results in these key areas:

- **Faster adoption** of OutSystems by your technical teams
- **Higher quality** in all aspects of OutSystems delivery processes
- **Shorter time to market**

With **Technical Success Management**, you get recommended adoption paths and best practices based on what we've learned from supporting 1000+ customers, all designed to accelerate and de-risk your adoption journey with OutSystems.

How It Works

Technical Success Management is a yearly subscription-based service that gives you access to a Technical Success Manager (TSM) who works closely with your technical team as a trusted advisor in the adoption and growth of OutSystems. Focused on your success, the TSM plans activities based on your specific context and goals, reducing the time it takes to deliver your first OutSystems applications and begin seeing measurable business benefits from the platform.

Additionally, Technical Success Management includes next-level SLAs with **guaranteed accelerated response times**.

What's Included?

As part of **Technical Success Management**, the TSM works with your technical teams, providing coaching and guidance throughout your OutSystems adoption and growth. The primary goals of the TSM are to proactively avoid issues and create an OutSystems ecosystem that prepares you for growth. The service is flexible and focused on achieving your specific goals via support of the following:

- **Proactive checkups and advice**

If you get stuck on a problem or experience an issue with a particular advanced topic on development, integration, or setup, the TSM acts as your technical advisor and works with you to find the best solution.

- **Best practices for successful delivery**

Delivering successfully with OutSystems in an enterprise setting is about more than just development. The TSM works with your technical leadership to provide awareness and coaching on processes that are key to the healthy growth of your OutSystems portfolio, such as code and architecture design and review, DevOps, and monitoring.

- **Superior Support SLAs**

With Technical Success Management, you get next-level OutSystems support SLAs that offer accelerated response times. Please check your OutSystems contract for detailed information on the OutSystems Support SLAs you have access to.

- **Critical situation Handling**

The TSM is your platform expert and advocate inside OutSystems. When a critical situation occurs, the TSM has the necessary context and is your liaison to the OutSystems Technical Support team to expedite resolution.

- **Platform setup guidance**

As you set up your OutSystems platform, either on-premises or in the cloud, the TSM acts as a coach and central point of contact to accelerate the OutSystems installation and initial configuration of OutSystems tools.

- **Onboarding and training recommendations**

The TSM works with your team to gather the necessary context about your project and team skills, and then suggest an effective onboarding plan. The TSM also helps remove roadblocks during the onboarding stage so your team is productive as quickly as possible.

- **Code quality review and architecture best practices**

During your onboarding, the TSM provides coaching on fundamental code and architectural best practices. These are critical to avoid issues in the future. As your use of OutSystems matures, the TSM works closely with your technical leads and architects to set up processes and tools that validate adherence to these best practices.

- **Proactive notification of product updates**

The OutSystems platform is constantly evolving through new improvements and features. As an OutSystems representative, your TSM has privileged access to this information and can actively engage with your technical teams to make them aware of new features and how best to utilize them.