

Premium Technical Services



Accelerate your time to value and streamline your operations.
Sentinel Premium Technical Services puts your needs first.

Sentinel Premium Technical Services (PTS) delivers the collaborative power you need to grow your business with the help of a designated Technical Account Manager (TAM), backed up with a dedicated service operations team.

Receive best-practice implementation support and ongoing guidance as you integrate the technology and build future-focused roadmaps. With PTS, enjoy a continuous partnership and see results fast.

[Contact Us](#)




Experience PTS – Collaboration, Service, and Support

Dedicated Technical Account Manager

Personalized Expert Support

Your dedicated TAM combines expertise in Sentinel with a deep understanding of your unique architecture, the projects you are working on, and your technical and business goals. Your TAM is also a liaison to Sentinel engineering and product management, ensuring your voice is heard and you can overcome obstacles quickly. Every step of the journey, your TAM is there for you.

Your TAM:

 <p>acts as an extension of your team, bringing a sophisticated approach to your Sentinel deployment.</p>	 <p>is an expert in licensing and entitlements, so you can focus on your core competencies.</p>	 <p>ensures you capture the complete value of the Sentinel solution — from installation to integration, through updates and upgrades.</p>
--	--	--

Ongoing Optimization and Adaptation

Partners In Growth

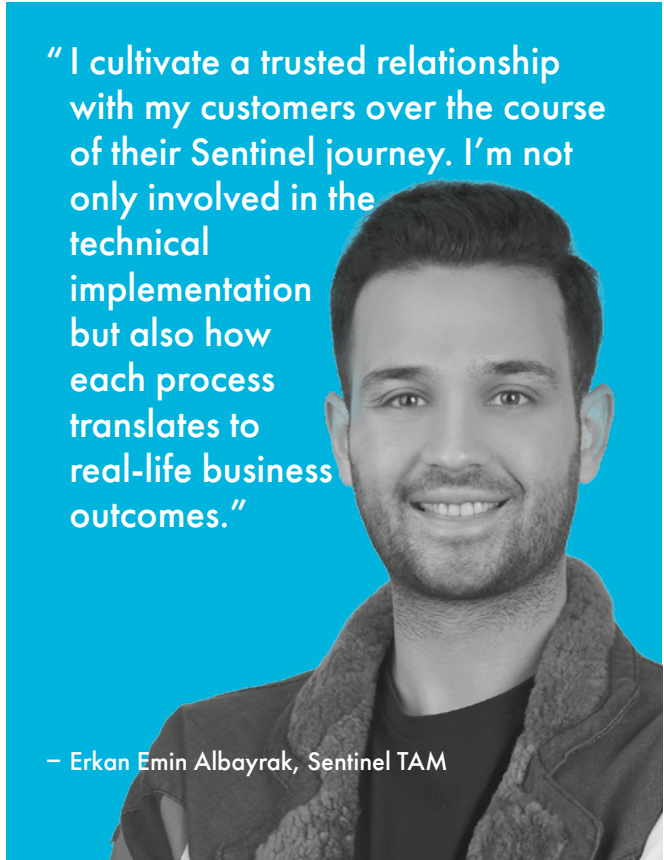
As your organization transforms, a dedicated case manager becomes increasingly important. Collaborate with your TAM to confirm that your activities are aligned with stated technology goals.

Work together to ensure you're taking advantage of the latest features and upgrades. Identify gaps in adoption and creatively evolve to meet changing needs. With PTS, you benefit from a long-term relationship committed to your success.

Dedicated Service Operations Team

Unmatched Service Experience

Premium Technical Services is backed up by a world-class service operations team. Your TAM and the service operations team work collaboratively and transparently, ensuring a smooth experience every step of the way.



Proactive Advocacy and Guidance

Access to Premium Technical Services means access to regular Sentinel HealthChecks and Roadmap Reviews. These proactive reviews ensure you're getting the most value from Sentinel—now and in the future.

HealthChecks analyses your product use, finds anomalies, and ensures you achieve the highest possible ROI.

Roadmap Reviews provide insight into upcoming Sentinel releases that will enrich your future capabilities.

Training

Premium Technical Support provides access to a range of flexible Sentinel training options.

Sentinel Masterclasses are designed to build your in-house skill set. They offer a comprehensive agenda based, deep dive, trainings that can be customized to your specific requirements. These instructor-led sessions are arranged and managed by your TAM and combine relevant experts, sessions, discussions, and demos.

Sentinel Accelerator Trainings are ad-hoc specialized sessions focused on individual topics to give you short bursts of Sentinel knowledge and advice. With Accelerator Training, you'll keep your projects moving forward and stay ahead of the technology curve.

Event Management

Streamlined Processes, Better Results

PTS includes a comprehensive event management service so you can reduce disruption during planned events including product launches, migrations, and mergers. Assess operational readiness, identify and mitigate risks, and plan and launch your event confidently with a Sentinel expert at your side.

