

# Next-Level Enterprise Support:

## Let our expertise take your brand further

Your Technical Account Manager (TAM) is a named point of contact working to ensure you're getting the maximum value of your Mindbody partnership through bespoke technical consultation specific to your business goals and strategy.

### ✔ Technical Expert

A Mindbody technical specialist who works alongside your team and gets to know your brand inside and out, providing day-to-day software support and helping you scale as your business grows.

### ✔ Brand Advocate

More than a point of contact—you get a brand champion within Mindbody: proactively surfacing new features and functionality, working to resolve your technical issues and providing access to Mindbody's roadmap.

### ✔ Software Consultant

Your TAM provides recommendations and insights specific to your brand, so you get the most from the tools available to you—minimizing effort on your part and maximizing growth and revenue.

## A partner for long-term success

Your brand is no ordinary business. A named technical resource at Mindbody who understands your unique requirements and goals can play a big role in the success of your enterprise—handling important software-related matters and freeing your corporate team to focus on the growth of your business.

Your Technical Account Manager and Strategic Account Manager work in tandem to:

- Help you get the most benefit (and ROI) from your Mindbody software
- Support your needs end-to-end, from the long-term to the day-to-day
- Facilitate brand-level reporting and help identify trends across locations
- Align with your leadership on strategic growth plans
- Distill insights from analytics into direct action supporting your goals
- Streamline the software setup and training of new locations

"We as a franchisor take a look at system-wide trends and performance and are able to operationalize some of our business ideas with technical account management support. The best part is having the gift of time."

**Stephanie Rubenstein**

*Director of Franchise Operations  
at Barre3*

[Contact your Strategic Account Manager](#)

to learn more about Technical Account Management

**mindbody**

# Mindbody is more than business software—we're your strategic partner.

Learn how Technical Account Management can help take your brand to the next level:

	Standard Support	Technical Account Manager
Price included in Mindbody Solutions	✓	
Acts as your single technical point of contact		✓
Schedules recurring cadence of engagement		✓
Provides guidance on reports to identify key business insights		✓
Recommends product best practices to achieve business goals		✓
Sets up & configures new franchise platforms		✓
Conducts site reviews & provides consultation on workflows		✓
Provides staff trainings		✓
Builds documentation specific to your brand		✓
Monitors reporting setups as customers grow in scale & complexity		✓
Provides visibility into bug statuses & product roadmap		✓
Coordinates access to custom reporting		✓
Facilitates access to Data Services		✓

**Contact your Strategic Account Manager**

to learn more about Technical Account Management

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