EMC TECHNICAL ACCOUNT MANAGER

Proactive technical expertise focused on the overall health of your EMC solution

ESSENTIALS

- Provides proactive technically-focused account services expertise
- Helps your organization leverage EMC technologies and resources
- Streamlines daily operational procedures
- Centralizes your service management

OVERVIEW

The EMC® Technical Account Manager (TAM) is an experienced technically-oriented contact, focused on a specific technology area within the EMC portfolio. The TAM combines technical problem-solving skills and astute business acumen to help streamline the day-to-day management and support requirements of your EMC solution. TAMs support one of the following designated product categories in your environment: Tiered Storage, EMC Isilon®, Backup and Recovery Systems, Data Computing, or Content Management.

SERVICE DESCRIPTION

TAMs help address two big challenges faced by IT departments: meeting the immediate needs of internal clients, and ensuring that the information infrastructure is always available. The TAM addresses these service and support challenges through:

Proactive technically-focused support management – The TAM applies EMC best practices within a designated technical focus area to streamline your daily operational procedures and optimize your EMC investment.

Coordinated service management and issue avoidance – The TAM serves as your central point of contact for EMC customer support matters within a designated area of technical expertise, and works closely with you to focus on avoiding problems. The TAM is also responsible for providing technical recommendations based on the data obtained during weekly, monthly, and quarterly customer reports.

SERVICE DESCRIPTION/VALUE

Through targeted communication and reporting, the TAM enables you to make informed information infrastructure and management decisions to continually achieve optimum uptime and performance levels. Core TAM responsibilities include:

- Improving the customer experience by thoroughly understanding your environment and infrastructure and making recommendations accordingly
- Helping you understand emerging EMC technologies and facilitating communication with product management and engineering
- Reviews of reporting metrics, delivery quality, utilization and skills to drive continued performance improvement
- Business reviews to discuss your EMC environment with an emphasis on the technology area that is covered by the TAM

PROACTIVE TECHNICAL GUIDANCE

In addition to maintaining a high level of awareness regarding service issues affecting your EMC environment, the TAM also:

- Shares EMC technical alerts regarding issues causing any type of unexpected behavior
- Plans and tracks upgrades for technology categories that are covered under warranty or an EMC Support option
- Assists with planning of End-of-Service-Life technologies in your environment
- Applies EMC best practices to improve your technical environment
- Identifies new technology features and functionality and facilitates adoption

SERVICES PORTFOLIO

EMC offers a variety of other services to help you manage your EMC environment, including the following Personalized Support Services, which can be added to complement the TAM service. Each is designed to meet your unique support and service requirements.

Service Account Manager – Coordinates the support of the EMC information infrastructure, drives proactive support activities, and accelerates problem management for the most complex EMC information infrastructures.

Designated Support Engineer – Provides a designated product-focused support expert who has in-depth knowledge of your EMC product environment.

EMC GLOBAL SERVICES DELIVERS RESULTS

EMC Global Services provides the strategic guidance and technology expertise organizations need to address their business and information infrastructure challenges and derive the maximum value from their information assets and investments. We are committed to exceptional total customer experience through service excellence. Our 15,000+ professional and support service experts worldwide, plus a global network of alliances and partners, leverage proven methodologies, industry best practices, and experience and knowledge derived from EMC's information-centric heritage to address the full spectrum of customer needs across the information lifecycle: strategize, advise, architect, implement, manage, and support.

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, contact your local EMC Account Manager, email us at ECDSupportVAS@emc.com, or visit us at www.EMC.com/Documentum

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