

# DELL EMC TECHNICAL ACCOUNT MANAGER

Focused expertise for streamlined management and support of your Dell EMC solution

## ESSENTIALS

- Provides proactive, technically-focused account management expertise
- Streamlines daily operational procedures
- Reduces Service Request Volume and Average Resolution Time up to 78 percent and 70 percent, respectively\*

## BUSINESS CHALLENGES

The Dell EMC Technical Account Manager (TAM) is an experienced technically-oriented contact, focused on a specific technology area within the Dell 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 Dell EMC solution. TAMs support one of the following designated product categories in your environment: Advanced Software, Data Protection, Scale Out NAS, Tiered Storage, Flash, or Converged Infrastructure.

## 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:

- **Technically-focused support management**—The TAM proactively applies Dell EMC best practices within a designated technical focus area to streamline your daily operational procedures and optimize your Dell EMC investment.
- **Coordinated service management and escalation avoidance**—The TAM serves as your central point of contact for Dell EMC customer support matters within a designated area of technical expertise, and works closely with you to focus on avoiding problems. If required, the TAM engages technical support teams to drive rapid resolution of critical service requests, and coordinates involvement of additional Dell EMC resources as needed.

## SERVICE DESCRIPTION

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. Based on your requirements, the TAM coordinates support management activities for the specified technology area, including:

- Weekly service request reviews and activity reports to help understand issue escalation patterns.
- Status updates for Severity Level-1 service requests.
- Monthly reviews of support activity and other matters related to the support of your Dell EMC environment.

- Business reviews to discuss your Dell 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 Dell EMC environment, the TAM also:

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

## SERVICES PORTFOLIO

Dell EMC offers a variety of other services to help you manage your Dell 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**—Proactively manages service and support issues and accelerates problem management for the most complex Dell EMC information environments.
- **Designated Support Engineer**—Provides a product-focused troubleshooting expert who has in-depth knowledge of the Dell EMC product environment.
- **Customer Service Advocate**—Advocates for problem resolution, provides regular reporting and generates awareness of technical alerts and advisories

### CONTACT US

To learn more, contact your local representative or authorized reseller.



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