

EMC TECHNICAL ACCOUNT MANAGER

Focused expertise for streamlined management and support of your 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% and 70%, respectively*

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: Advanced Software, Data Protection, Scale Out NAS, Tiered Storage, or Flash.

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 EMC best practices within a designated technical focus area to streamline your daily operational procedures and optimize your EMC investment.

Coordinated service management and escalation 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. If required, the TAM engages technical support teams to drive rapid resolution of critical service requests, and coordinates involvement of additional EMC resources as needed.

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. 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 EMC environment
- 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—Proactively manages service and support issues and accelerates problem management for the most complex EMC information environments.

Designated Support Engineer—Provides a product-focused troubleshooting expert who has in-depth knowledge of the EMC product environment.

ABOUT EMC GLOBAL SERVICES

EMC Global Services accelerates the software-defined enterprise through world-class technical expertise and service capabilities that deliver well-run hybrid clouds, big data solutions, empower ITaaS providers, and enable new digital-era applications. Our 16,000+ services experts worldwide, plus global network of partners, have the skills, knowledge, and experience organizations need to get the maximum value from their EMC technology investments—with an unending commitment to an exceptional total customer experience through service excellence.

CONTACT US

To learn more about how EMC products, services, and solutions can help solve your business and IT challenges, [contact](#) your local representative or authorized reseller, visit www.emc.com, or explore and compare products in the [EMC Store](#).

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The EMC logo consists of the letters "EMC" in a white, serif font, with a superscripted "2" to the right of the "C". The logo is set against a solid blue rectangular background.