

Technical Account Management Service

Boost Your Customer Experience

Key Benefits

SINGLE POINT OF CONTACT

Ease and accelerate communication between you and EfficientIP team

CUSTOMER ENVIRONMENT AWARENESS

Knowledge of customer environment, deployed solutions, technical challenges, and business objectives

REGULAR REVIEW AND COMMUNICATION

Conducts and co-ordinates communications, reviews and access between the organizations to achieve mutually agreed business objectives

SAVE TIME

Adjust case priority, proactively follow-up on cases and coordinate internal resources and Subject matter experts (SMEs) to accelerate case resolution.

CUSTOMER ADVOCACY

Influence and advocate customer needs within EfficientIP.

OPTIMIZING SOLUTION USAGE

Share best practices and recommendations, and improvement to maximize solution value from EfficientIP customers.

Service Overview

The EfficientIP Technical Account Management Service has been designed and positioned to optimize the speed of communication surrounding critical changes within your environment in order to help rapidly address any challenges faced.

Service Description

EfficientIP Technical Account Management Service provides you with a dedicated representative and advocate for your organization inside EfficientIP, the Technical Account Manager (TAM). The TAM will facilitate priority resolution of service issues and keep information flowing, developing a symbiotic relationship between your organization and EfficientIP.

Acting as a customer advocate within EfficientIP, the TAM will relay and push your requirements to appropriate persons internally. The TAM will also coordinate any internal resources as required in order to speed up, secure and enhance all EfficientIP service-related activities to make sure that they receive the proper handling and attention.

Customer Profile

All EfficientIP customers are eligible to benefit from the Technical Account Management Service. The three levels (Silver, Gold, and Platinum) of this one year subscription service will fit with any company seeking:

- Regular feedback on operational activities (e.g support activity, bugfix, services contract status).
- Escalation Management in addition to normal escalation process
- Proactive communication and Access to Subject Matters Experts

Technical Account Management Service: Features Comparison

| SERVICE BENEFITS | Standard Support | TAM Silver | TAM Gold | TAM Platinum |
|---|------------------|--------------------------------|--------------------------------|---------------------------------|
| Single point of contact | No | Designated Contact | Designated Contact | Designated Contact |
| Incident case management | Yes | Yes | Yes | Yes |
| Customer environment awareness | No | Yes | Yes | Yes |
| Customer advocacy | No | Yes | Yes | Yes |
| Support Case and Bug Fix review | No | Quarterly | Monthly | Weekly |
| Faster access to EIP Subject Matter Experts | No | Yes | Yes | Yes |
| TAM Service Review and Communications | No | No | Quarterly | Quarterly Onsite (Requires T&E) |
| Customer technical awareness, Best Practice sharing | No | No | Yes | Yes |
| Customer Feature Enhancement Demand | No | No | No | Yes |
| EIP Technology Advisory Board (TAB) | No | No | No | Yes |
| Software Health Check | No | No | No | Annual |
| Faster access to EIP Professional Services | No | Via Flex credit (not included) | Via Flex credit (not included) | Via Flex credit (not included) |
| Faster access to EIP Training | No | Via Flex credit (not included) | Via Flex credit (not included) | Via Flex credit (not included) |

FOR MORE INFORMATION ABOUT THE EFFICIENTIP TECHNICAL ACCOUNT MANAGEMENT SERVICE, **CONTACT US.**