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 coordinates 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 is designed to fast-track communication surrounding critical changes within your environment to help rapidly address any challenges faced during and post-production deployment, maximizing the value of your SOLIDserver investment.

Service Description

EfficientIP Technical Account Management Service provides you with a designated 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 coordinates internal resources as required to speed up, secure and enhance all EfficientIP service-related activities ensuring the proper handling and attention is provided.

Customer Profile

All EfficientIP customers are eligible to benefit from the Technical Account Management Service. The four levels (Silver, Gold, Platinum, and Diamond) 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
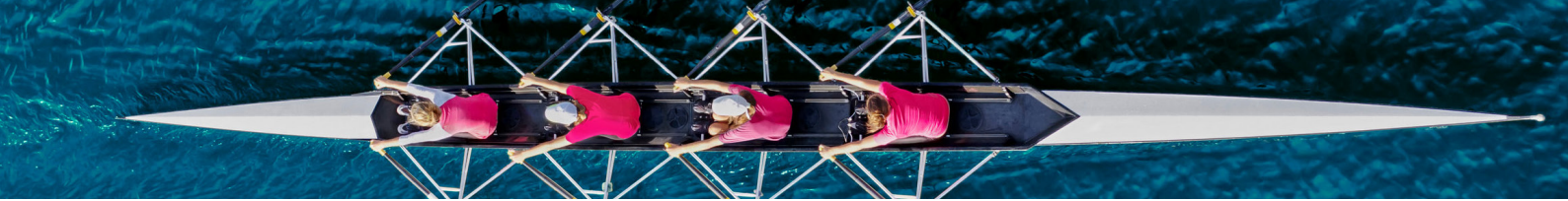
Technical Account Management Service: Features Comparison

SERVICE BENEFITS	Standard Support	TAM Silver	TAM Gold	TAM Platinum	TAM Diamond
Single point of contact	No	Designated Contact	Designated Contact	Designated Contact	Designated Contact
Incident case management	Yes	Yes	Yes	Yes	Yes
Customer environment awareness	No	Yes	Yes	Yes	Yes
Customer advocacy	No	Yes	Yes	Yes	Yes
Support Case and Bug Fix review	No	Quarterly	Monthly	Weekly	Weekly
Faster access to EIP Subject Matter Experts	No	Yes	Yes	Yes Direct Access	Yes Direct Access
TAM Service Review and Communications	No	No	Quarterly	Quarterly Onsite *(Requires T&E)*	Quarterly Onsite *(Requires T&E)*
Customer technical awareness, Best Practice sharing	No	No	Yes	Yes	Yes
Customer Feature Enhancement Demand	No	No	No	Yes	Yes
Member of EfficientIP Technology Advisory Board (TAB)	No	No	No	Yes *(2 seats reserved)*	Yes *(2 seats reserved)*
Software Health Check	No	No	No	Annual	Annual
Early Access to SOLIDserver beta release	No	No	No	No	Yes
Access to DDI OC & DNS IC	No	No	No	No	Trial access for 6 months
Faster access to EIP Professional Services	No	Via Flex credit *(not included)*	Via Flex credit *(not included)*	Via Flex credit *(not included)*	5 Flex credits included
Faster access to EIP Training	No	Via Flex credit *(not included)*	Via Flex credit *(not included)*	Via Flex credit *(not included)*	1-year Training subscription for 2 people included

" *Having a single go-to person that handles all customer requests and answers or coordinates with EfficientIP internal resource to answer is a plus* "

" *It provides us more visibility by providing additional and regular updates on current support cases and on EfficientIP Solution evolution* "

" *It simplifies and speeds up the communication with EfficientIP* "

Customer Testimonials

" *Permits technical exchanges with the TAM (or with the SME involved by the TAM) to support us with EfficientIP platform evolution or daily operations* "

" *Improves teamworking with EfficientIP by having regular discussion where we can all freely say anything that has to be said in a very pleasant manner* "

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

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www.efficientip.com