

# Technical Account Management

## Partner Managed Services

### Key Benefits

#### SINGLE OPERATIONAL POINT OF CONTACT

Ease and accelerate communication between you and the EfficientIP operational team

#### REGULAR REVIEWS AND COMMUNICATION

Conducts and co-ordinates communications, reviews and access between the operational teams to achieve mutually agreed business objectives. Support partners by attending customer operational meetings, if needed.

#### TIME SAVINGS

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 specified via the Partner within EfficientIP.

### Program Overview

The EfficientIP Technical Account Management Partner Managed Services is designed to be included in any partner managed services offer and positioned to optimize the speed of communication concerning critical operational changes within your customers' environment in order to help rapidly address any challenges faced.

### Program Description

EfficientIP Technical Account Management Partner Managed Services 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 your advocate within EfficientIP, the TAM will relay and push your request to appropriate persons internally. The TAM will also coordinate any internal resources as required in order to speed up, secure and enhance all EfficientIP operational services-related activities to make sure that they receive proper handling and attention.

### Partner Profile

All EfficientIP Partners are eligible to benefit from the Technical Account Management Partner Managed Services. This one year subscription will fit with any Partner seeking for his customers:

- Regular feedback on operational activities (e.g support activity, bugfix, services contract status)
- Escalation Management in addition to normal escalation process
- Proactive communication (e.g. versioning, new features)



## Technical Account Management Services: Features Comparison

SERVICE BENEFITS	Standard Support	TAM Partner Managed Services
Single operational point of contact	No	Designated Contact
Incident case management	Yes	Yes
Customer advocacy	No	Yes
Support Case and Bug Fix review	No	Quarterly
Faster access to EfficientIP Subject Matter Experts	No	Yes
TAM Service Reviews and Communications	No	Quarterly
Customer Feature Enhancement follow-up	No	Yes

**FOR MORE INFORMATION ABOUT THE EFFICIENTIP TECHNICAL ACCOUNT MANAGEMENT SERVICE, [CONTACT US.](#)**