

Dell EMC Technical Account Manager



Expertise to keep your environment running at peak performance

Proactive technical guidance and service request management

Even the most experienced IT organizations can require deeper expertise and advice keeping their environment maintained and running at optimal performance.

A Dell EMC Technical Account Manager (TAM) is an experienced high-level technical expert, focused on a specific technology area within your Dell Technologies infrastructure solutions environment.

The TAM for Infrastructure Guidance combines technical problem-solving skills and business acumen to help streamline day-to-day performance and offer proactive recommendations for optimal and overall health. They are experts on your Dell Technologies infrastructure focused on your strategic business goals and future success.

Also available is a TAM for Designated Remote Support which are product-specific troubleshooting experts that you have direct access to when there is an issue. They use their expert technical understanding and in depth knowledge of your unique architecture and specific solution to expedite resolution. They leverage additional senior-level technical resources and have direct access to product engineering to ensure rapid problem resolution and maximum uptime.

TAM for Infrastructure Guidance:

- Regularly scheduled weekly, monthly, and quarterly technical reporting and reviews.
- Proactive environment optimization including code and configuration recommendations to maintain peak performance.
- Technical knowledge transfer sessions plus best practice advice and recommendations to help keep your staff educated and up to date.

A TAM for Infrastructure Guidance will help you stay ahead of issues, your technology at optimal performance and your staff educated on current and future looking technical best practices.

TAM for Designated Remote Support:

- When issues occur, your TAM for Designated Remote Support will troubleshoot, diagnose, reproduce, manage and resolve your service request.
- Direct access to Dell Technologies engineering, to ensure the fastest possible resolution of product issues.

When an issue occurs, a TAM for Designated Remote Support is there to handle it from initial notification until resolution.

Key Benefits

- Identification of problem areas before they can impact your business
- Valued resource that combines technical expertise and account management skills
- Personalized support experience with a designated, product-focused troubleshooting expert with in-depth knowledge of your environment
- Improved productivity through real-time communication and reporting enabling your organization to make informed decisions and continuous improvements

Technical Account Manager

Feature comparison chart

		TAM for Infrastructure Guidance	TAM for Designated Remote Support
Meetings and reports	Daily account monitoring	●	
	Account Management Workbook	●	
	Weekly technical operations report and review	●	
	Monthly technical trending report and review	●	
	Quarterly technical business review report	●	
Service request management	Technical knowledge transfer	●	●
	Technical best practices advice and recommendations	●	●
	Incident management	●	●
	Root Cause Analysis risk mitigation plan	●	●
	Service request ownership		●
	Priority access to product engineering		●
Systems improvement	Product-specific code and configuration recommendations		●
	Engineering target code communication and upgrade planning	●	
	Technology-specific code and configuration recommendations	●	
	Performance review and risk assessment	●	
	Account-specific detailed technical upgrade design	●	
	Advocate for requested product features and functionality	●	
	Cross-vendor technology integration and best practices	●	

Dell Technologies TAMs are available when and where you need them, to keep your Dell Technologies infrastructure solutions running at peak performance.

Whether you need technical expertise for a specific technology or a troubleshooting expert, Dell Technologies has the expert to help.

Availability*

TAM for Infrastructure Guidance: Advanced Storage Division, Enterprise Hybrid Cloud, Data Protection Solutions, XtremIO, Unified Storage Division, Enterprise Storage Division, Isilon

TAM for Designated Remote Support: Select technologies including: Avamar, Centera, Data Domain, Data Protection, Isilon, Networker, Replication and Recovery Solutions, Unity, VMAX, VNX, VPLEX, VxRail



Account Management Workbook

TAM Customers are exclusively entitled to the Account Management Workbook

Personalized dashboard providing specific, actionable items for optimization of your environment, including a customized global view of code levels, connectivity status, contracts and parts replacement across systems, sites and product groups as well as overviews of the health and risk associated with your environment.

For more information, contact your Dell Technologies sales representative or visit [DellTechnologies.com](https://www.DellTechnologies.com)