

# SEVONE TECHNICAL ACCOUNT MANAGEMENT SERVICES

SevOne digital infrastructure management solutions enable you to deliver on the “promise of now” in today’s connected, mobile world. In fact, the world’s largest enterprises and service providers rely on our technology to monitor, analyze and optimize their massive, dynamic and infinitely complex digital infrastructure. When used in conjunction with the SevOne Cluster™, SevOne Technical Account Management Services is a resource that can help you achieve the service delivery goals of your digital infrastructure.

## OVERVIEW

SevOne Technical Account Management Services personnel work with you to provide advanced levels of customized support. With in-depth knowledge of how to best operate, monitor and troubleshoot the technology, and deep knowledge of your digital infrastructure and intended business outcomes, they assist with everyday questions and issues. They also provide advanced oversight of several SevOne services, including:

- Customer Advocacy
- Operations Management
- Performance Reporting
- Business Analytics and Strategic Planning
- Education & Best Practices

## FEATURES AND BENEFITS

- Facilitates management of SevOne support issues.
- Develops strategies to focus on the continuous improvement of your SevOne experience
- Generates periodic executive and customer analytics reports tailored to your requirements.
- Creates targeted training sessions for users to help optimize your SevOne business outcomes.
- Coordinates briefings and deep dive sessions with SevOne product experts on topics pertinent to your environment and objectives.

## KEY ACTIVITIES

ACTIVITY		DELIVERED
Customer Advocacy	Focal point and champion for customer concerns	As Required
	Represent customer requests in new feature and roadmap planning sessions	Quarterly
Operations Management	Provide escalation management for all SevOne technical issues	As Required
	Coordinate service interruption issues across SevOne support teams	As Required
	Enhance communication of critical issues	As Required
Performance Reporting	Status updates and reviews	Bi-weekly
	Service level objective performance	Quarterly
	Trend analysis of customer environment for improvement recommendations	Annually
Business Analytics and Strategic Planning	Licensing and warranty review for SevOne hardware and software	Quarterly
	Fully documented site map of the SevOne deployment	Annually
	New product introduction and training	As Required
	On-site visits	Quarterly
	Round table discussions with SevOne service and support teams	Semi-Annually
	Health check of environment	Semi-Annually
Education and Best Practices	Advanced level technical assistance with q&a sessions	Bi-weekly
	Support and q&a sessions tailored to specific requirements	Quarterly

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