



## ▶ Technical Account Management

Strategic. Consultative. Optimized.

### OVERVIEW

Developing and implementing a strategy that regularly delivers the most from your data management solution is essential to your success and is critical for maintaining optimal business strength and competitiveness. The Commvault® Technical Account Management program helps you achieve these outcomes simply and easily. With this program, your Technical Account Manager (TAM) leads a virtual team of experienced industry professionals at Commvault to keep your data management environment aligned with shifting technical and business needs so that you can focus on your core business objectives.

### STRATEGIC AND CONSULTATIVE

Your Commvault TAM has sound business acumen to complement an advanced industry and technical background so that you can derive the most value from your data management investments. They will continually assess and advise you on options for data management improvements. They will also assist in launching new projects, and provide best practices recommendations. Your TAM interfaces directly with Commvault's account management, product management, support, and development teams to drive rapid resolution of critical service requests, and coordinate involvement of onsite and remote Commvault resources as appropriate.

### PERSISTENT IMPROVEMENT

By providing a single point of accountability and resolution, proactive management and support tools, and coordinated technical recommendations, your TAM delivers outcomes that are optimized to your unique needs. As a result, you can streamline your data management approach, reduce operational risk, and achieve service levels more consistently; all while having the confidence that your data management strategy meets both your business and technology requirements, now and in the future.

## ▶ PROGRAM HIGHLIGHTS

- A single point of contact for data management insight and Commvault solution questions
- Ongoing advice and pragmatic strategies for improvement and optimization
- Best Practices guidance that helps reduce both the number and criticality of service level-impacting incidents
- Customized business reviews and recommendations that address your unique objectives
- Technology alignment to key business objectives
- Premium Operations Management Reporting
- Proactive monitoring and notification
- Remote and Onsite coverage
- A seamless upgrade path to Commvault Enterprise Support

### Choose the Right Approach for *Your* Specific Needs

#### ENTERPRISE SUPPORT

- Personalized, Proactive, Predictive
- Credits for Commvault Services
- SAM<sup>1</sup> and TAM<sup>2</sup> resources included

#### PROACTIVE SUPPORT

- Application Intelligence Integrated with Support
- Incident Management and Trending
- Support Analytics and Monitoring
- Support Focus

#### TECHNICAL ACCOUNT MANAGEMENT

- Strategic, Consultative, Optimized
- Regular Advice and Improvement Strategies
- Technical Alignment with Business Goals
- Service Focus

#### PREMIUM SUPPORT

<sup>1</sup>Support Account Manager <sup>2</sup>Technical Account Manager

For more information on Commvault's Professional Services, visit [www.commvault.com/services-and-support/professional-services](http://www.commvault.com/services-and-support/professional-services), or contact your Commvault representative.

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