

# Panzura Technical Account Management



Panzura's support comes in just one tier - awesome, for everyone - and it's available around the clock, every day of the year.

For companies with large deployments and complex IT systems, we offer the option of a Technical Account Manager - a personal concierge who brings deep technical expertise to every aspect of your Panzura deployment.

Technical Account Managers save you time and money by making it possible for you to focus on what you do best.

Working closely with your IT team, your Technical Account Manager helps to ensure your deployment is optimized for performance. From monitoring and tracking support tasks to planning for future expansion and determining system software upgrade plans, they allow your IT resources to focus on your core business activities without needing to get to grips with unfamiliar IT or to spend time troubleshooting.

Your Technical Account Manager's deep understanding of your business operations, requirements, systems and IT environment will streamline all service-related activities and expedite critical issue resolution. They will also provide proactive systems monitoring and support for

upgrade planning to ensure your systems remain at peak performance.

## Here's What You Can Expect

### Case Management

- 24/7 Priority 1 case management and updates
- Priority 2 – 4 case review
- Post mortem reports

### Introduction to Panzura Support

- Customer portal setup and review
- Support Assistance setup and functionality

### Account Management

- Monthly service review meetings
- Weekly operational reviews of open support cases
- Installed base data management assistance
- Service contract status reporting
- Outstanding general issues tracking

### Proactive Support

- Case trending
- Technical Bulletin recommendations
- Best practices updates

### Upgrade Advice

- Release recommendations and bug tracking
- Upgrade planning



## Select the Technical Account Management Option That's Right For You

### Installation Only

Dedicated technical concierge for your Panzura installation.

Your installation Technical Account Manager will oversee every aspect of your deployment, from planning and advice on best practices to testing, training and sign off.

**\$25,000**

30 days

(Or until the job is done. We know that sometimes life gets in the way.)

### Full Time

Full time technical concierge for every aspect of your Panzura deployment.

Your Technical Account Manager will manage no more than 4 accounts in total, at any one time, so you can be assured of the support you require.

**\$115,000**

Per year

### Dedicated Full Time

Dedicated full time technical concierge for every aspect of your Panzura deployment.

Your Technical Account Manager is dedicated to your account and their personalized expertise will make them an integral part of your IT resources.

**\$350,000**

Per year

How can we help? Let's talk about what's right for you! You'll get answers at [info@panzura.com](mailto:info@panzura.com) or visit [panzura.com](https://panzura.com) and have a chat with us.