

Panzura Support - Technical Account Manager

TAM

A trusted adviser who knows your business and environment and provides:

- Critical issue management
- Proactive monitoring and support for upgrade planning
- Regular reviews of support cases
- Escalation resource within Panzura
- Best practices recommendations

Program Highlights

The Panzura Technical Account Manager provides personalized support for your Panzura Freedom environment. Planning for future expansion, determining system software upgrade plans and the daily monitoring and tracking of current support matters can tax your IT resources and result in valuable time being taken away from your core business activities.

A Panzura TAM will work closely with your IT team to report on support issues and related escalations, provide best-practices education, identify potential risks to help minimize future problems and will contribute actively to a positive experience in the use of Panzura Products. The Technical Account Manager develops a close relationship with you and your team and will be recognized as a key interface for all service-related activities.

To gain familiarity with your business operations and needs, your TAM will conduct an initial site and business review to ensure a thorough understanding of your systems and environment. Utilizing this knowledge, the TAM will offer best practices guidance to provide consistency across your installed systems.

Customer Advocate

The Technical Account Manager acts as a liaison with internal Panzura groups and resources to assist in providing the highest level of proactive and reactive support services. The TAM reviews and oversees all of Panzura support activity and regularly monitors your systems, using our Support Assistant.



Full or Shared TAM Services

Panzura offers either a dedicated or a shared TAM resource. Shared resources handle no more than four accounts.

Technical Account Manager Results

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

Professional Services

The Panzura professional services team can provide additional services to augment the responsibilities of the TAM. These optional services include installation of Panzura systems, data migration assistance, relocations, HA configuration and testing. For more information on professional services, please contact your account team.

Technical Account Manager

A Technical Account Manager complements Panzura's 24x7 Gold Support. The TAM works with you to keep your Panzura systems operating at peak performance, speed problem resolution, and serves as your advocate within Panzura. To add a Panzura TAM, contact your Account Team.