Cohesity Technical Account Manager Service

Set goals, continually improve operations, and resolve issues faster

The Cohesity Technical Account Manager (TAM) Service helps ensure enterprise customers get the highest possible value from their Cohesity investment. Cohesity TAMs combine deep industry and product knowledge with best-practice insights from global deployments to ensure the immediate and long-term success of the Cohesity multicloud data management platform in your environment.

When you become a TAM customer, you gain access to a named individual who advocates for your needs, coordinates Cohesity resources for your benefit, and helps to quickly resolve issues. TAMs work with you and your team to set goals, share feedback, and drive action. They track product enhancements and promote roadmap input internally. The TAM service complements Cohesity's award-winning 24/7 support.

Your Assigned TAM

Every TAM is a seasoned technical veteran with access to all the information and resources needed to meet your operational goals. Your TAM will assess your current cases, review your project plans and priorities, and capture your initial feedback and suggestions. Your TAM will also set up a regular cadence to review your ongoing experience, provide reports about your current environment, and build action plans and recommendations to drive desired outcomes. Your TAM is an opportunity to leverage a single point of contact for assistance, guidance, and advocacy, resolving issues and getting fast access to the information and resources you need from Cohesity.

Figure 1: A Cohesity TAM gets to know your business well, becoming your advocate for faster issue resolution and new product enhancements

Key Benefits

- Designated primary point of contact to coordinate your long-term support needs
- Someone familiar with your environment, your processes, and your business objectives
- Expert to help you get a holistic view of the deployment, issues, and needs of your business
- Advocate for your business at Cohesity to drive issue resolution and represent your product needs and priorities
- An early access conduit to new product information and roadmaps to assist in your long-term planning
- Connection with invites to beta/early access plans to test features and workflows in your lab environments

Key TAM Deliverables & Activities

Case Management	• Escalation management of critical support cases • Frequent case reviews with action items and next steps • Root-cause analysis and failure analysis • Internal coordination of resources required
Preemptive Care	• Case trend analysis with recommendations/best practices • Review and standardization of software releases
Account Management	• Quarterly business reviews • Planning and tracking of product/feature adoption • Feature enhancement tracking
Proactive Information Sharing	• Proactive risk notification and mitigation • Roadmap discussions • Access to subject matter experts (SMEs) for key discussions/planning

Service Scope

The Cohesity TAM Service offering provides an assigned TAM resource contracted for a fixed-term, typically yearly or multiyear, engagement. The Cohesity TAM Service offering is a shared resource that operates during regular business hours in accordance with the customer's local time zone. During non-business hours, customer activities will be managed directly by Cohesity Support until the next business day.

The Cohesity TAM Service includes 1/5th of the designated TAM weekly time. Additional TAM SKU's can be purchased, up to 5 slices, for a dedicated resource.

Learn more about the Cohesity TAM Support Service at Cohesity.com/support.

COHESITY