

Technical Account Manager Support Service

Set goals, continually improve operations, and resolve issues faster

The Cohesity Technical Account Manager (TAM) Support Service is designed to help 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 secondary data and applications 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 your support issues. TAMs work with you and your team to set goals, share feedback, and drive action. They track requested product enhancements and promote roadmap input internally. The TAM service complements Cohesity's award-winning 24/7 support plan that offers phone and email communication as well as hardware 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 any issues and getting fast access to the information and resources you need from Cohesity.

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 project
- Advocate for your business at Cohesity to drive issue resolution and represent your product needs and priorities
- Early access to new product information and roadmaps to assist in your long-term planning
- Invites to beta/early access plan to test features and workflows in your lab environments



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

	Key TAM Deliverables & Activities
Case Management	<ul style="list-style-type: none"> • Escalation management of all P1 and P2 cases • Frequent case reviews with action items and next steps • Root-cause analysis and failure analysis • Internal coordination of resources required
Preemptive Care	<ul style="list-style-type: none"> • Case trend analysis with recommendations/best practices • Review and standardization of software releases • Management of capacity trending and contract renewals
Account Management	<ul style="list-style-type: none"> • Quarterly business reviews • Planning and tracking of product/feature adoption • Onsite customer visits • Feature enhancement tracking
Proactive Information Sharing	<ul style="list-style-type: none"> • Proactive risk notification and mitigation • Roadmap discussions • Access to subject matter experts (SMEs) for key discussions/planning

TAM Service Options

The Cohesity TAM service offering is a dedicated resource contracted for a fixed-term, typically yearly or multiyear, engagement. The Cohesity Regional TAM offering is a shared resource that operates during regular business hours in accordance with the customer’s local time zone and is aligned with Cohesity’s 24/7 escalation management and support services.

Learn more about the Cohesity TAM Support Service, visit: cohesity.com/support