

# Lenovo

# Technical Account Manager

Simplify IT Maintenance and Operations

## The driving forces of change

Your environment can host a wide range of information technology, and it can be challenging to manage operations across geographies, mission-critical workloads, managing infrastructure product lifecycle, and complex problems involving multiple vendors. Beyond the day-to-day maintenance, other forces are driving change that can affect the productivity and performance of your business operation.

- **Transformation of the IT landscape.** Cloud, big data, mobility, and social media, coupled with complex virtual environments, have made data center workloads more complex.
- **Transformation toward a project-based approach or implementing new business initiatives as opposed to deploying new IT assets.** IT departments are shifting from an on-demand model of providing services to a more self-service approach to accommodate end users.
- **Creeping criticality of aging assets.** Risks increase as infrastructure and services are not upgraded or updated to reflect the growing criticality of the applications or business processes.

Over **90%** of customers feel that a TAM adds significant value to their overall support contract

Source

**Lenovo**



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Plan for the future with the help of a trusted advisor

A **Lenovo Technical Account Manager (TAM)** will help you overcome challenges in maintaining a complex data center environment, and ensure you are ready to meet the demands ahead. With specialized knowledge of Lenovo Data Center products and services, your TAM will advise and provide recommendations on your systems to ensure the correct solution and service is in place based on your specific business and operational objectives. The TAM takes the time to learn and balance your current needs with your long-term goals, and can help you make the best, most impactful decisions along the way.

*Your TAM will:*

- ✓ Act as a knowledgeable technical advocate to identify operational gaps in your business
- ✓ Provide a single point of accountability for your data center services, with direct access to your post-sales support for all Lenovo-entitled systems
- ✓ Advise and recommend on service contract renewals and service extensions
- ✓ Act as the services liaison for escalation management by coordinating resources necessary to address an individual severity issue and/or the resolution of systemic problems
- ✓ Manage and resolve service maintenance contract remediation issues
- ✓ Ensure the proper entitlement and service level coverage is in place for your account
- ✓ Address end-to-end lifecycle issues using customer account reporting, aiding decision-making in the areas of support maintenance extension and project management - including field installation and deployment



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## *TAM Deliverables:*

- ✓ **Customer Account Reporting:** Provides customer account reporting on the Customer's Lenovo entitled systems. Both business operational and support service key performance indicators (KPIs) and metrics are reviewed as part of an ongoing process or regular meeting cadence.
- ✓ **Business Review Meetings:** Conducts quarterly business review (QBR) meetings on a established schedule determined by Lenovo and the client. The purpose of the QBR meetings is to review key service outcomes, metrics, and overall customer support plan health and performance relative to the client's business and operational objectives.
- ✓ **Customer Support Plan:** Responsible for creation and management of Customer Support Plan based on the customer's present and anticipated future needs. The customer support plan serves as a baseline instrument to both measure and benchmark the operational performance of Lenovo's products and solutions within the client's business.



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HELP DETERMINE THE RIGHT SOLUTION FOR YOU.

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