

TECHNICAL ACCOUNT MANAGEMENT



Administers best practice guidance



Serves as a technical expert and single point of contact



Supports the stability and health of your Hyland solutions

- ✓ Responsible for customer relationship management on a technical level — with a specific focus on large, complex Hyland deployments
- ✓ Integrates into the customer team and develops a deep understanding of the needs of the business to inform guidance and advocacy
- ✓ Provides proactive communication to the customer and advises on Hyland best practices
- ✓ Assists in critical situations and escalations, ensuring timely resolution and high customer satisfaction

TECHNICAL ACCOUNT MANAGEMENT OVERVIEW

The Technical Account Management offering provides a named Technical Account Manager (TAM) to partner with your team.

Your TAM is responsible for providing support and guidance to you and your organization. This helps ensure that the value of your implemented products and solutions align with the targeted outcomes of your investment.

Your TAM will work closely with you and your teams to share best practices, product knowledge and expertise to maximize the value of your investment.

BENEFITS

The TAM program provides a single point of contact to:

- Meet on a regular cadence or an ad-hoc basis
- Administer best practice guidance
- Act as your Hyland Champion
- Hold holistic view into Technical Support cases, and can help to reduce time to resolution
- Offer direction around multi-initiative/party engagement
- Help mitigate risk of critical situations/escalations
- Cadence meetings with your teams to understand priority of impacting issues and strategic business objectives
- Annual TAM Service Health Check to provide recommendations to maintain healthy deployment

IMPACT

- Develop and sustain a comprehensive understanding of the customer's deployment, use cases and strategic initiatives to guide and advise on software usage, configuration, adoption and best practices
- Direct access to technical expertise, and a point of contact to react to business-impacting events and assist in deflecting technical support issues



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