Technical Account Manager

Extend your technical team with a proactive remote support program for your mission-critical Poly solutions. Enjoy faster response time for service requests and recommendations to optimize enterprise-wide adoption of collaboration solutions and achieve desired business outcomes.

Keep things humming

Work with your experienced Technical Account Manager (TAM) to minimize downtime and maintain productivity. Your TAM is backed up with 24x7 remote expertise, including Tier 3 technical support, research and development, lab systems and management escalation that ensure a high level of support and fast response.

Extend IT expertise

Add technical expertise to your team for consultations, proactive issue identification, and recommendations to improve configurations, optimize the use of products and solutions, and fine-tune your environment to meet business goals.

Maximize ROI

Your TAM helps ensure you're getting the quality communication and collaboration you've invested in with proven insights and recommendations to increase video solution adoption across the company.

Technical Account Manager

Features

Proactive issue identification

Your TAM monitors support requests to identify any recurring issues and proactively recommend changes to configurations, products, and services to alleviate the problem.

Gain an advocate

Your TAM is dedicated to your success. They are trained in cross-functional roles and empowered to act as your advocate inside Poly for solving issues and optimizing solution usage and configuration.

Align tech and business goals

Managing the technical and business service relationship your TAM combines technical expertise with knowledge of your industry to consult and make recommendations on creating and optimizing your collaboration environment to meet business goals.

Increase end user adoption

The TAM will work with you to set goals for improving the adoption of video to maximize communications and business efficiencies. Establishing and tracking metrics are a means to measure the success of these efforts.

Asset management reporting

The TAM evaluates your overall video solution deployment and facilitates data driven operational and strategic decisions, understands your global video endpoints distribution, and reduces overall risk.[1]

Service quality

Committed to the highest quality of the program, your TAM reports on key service performance metrics, compares results to your service level objectives and coordinates resolution efforts that may include risk management, contingencies, and issues.

Contract length

Choose the number of hours needed for your assigned TAM to monitor, analyze, and report on business aspects related to the support of your Poly solution. Blocks are available in eight-hour increments per month for one year to meet your needs. [2]

Assigned Technical Account Manager

For a more personalized assistant, we have a custom priced option for an assigned TAM to conduct quarterly Service Program Review meetings and provides a confidential update on Poly's solution roadmap. [3]

[1] These metrics are generated based on data produced by the customer's Poly Lens.
[2] The TAM will be available for a specific number of hours per year as defined by the TAM service part number purchased by the Customer, in the case of assigned TAM, the number of hours will be defined in the custom quote and will be only available in business hours. Any unused TAM hours will not be refunded in case customer does not renew the service term. There is a 10% overage cap to allow for variation of activities. An annual reconciliation will be performed by Poly to determine the level of service required for the following year. If the level of support or average number of monthly hours has changed, pricing may be adjusted in accordance with Poly's then-current published price list. To properly estimate the number of TAM hours needed per year, a consideration of the customer's business objectives, service requirements, and complexity of their Poly solution must be reviewed in advance.
[3] Providing a confidential update on Poly's solution roadmap is subject to the customer's execution of an applicable non-disclosure agreement.

Data sheet

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