

# Technical Account Management

Maximize your investment with Vasion

“The [Vasion] TAM service is powerful. It’s reliable and has shown consistently great response times and fast issue resolution. For me, that’s key because it builds trust and efficiency in my business and helps me provide value to my customers. I value this resource because of the skill and comprehensive knowledge the team has.”

Ines Fajardo, Senior Workplace Analyst, Pearson

## Partnering for Success

Implementing and managing complex solutions can pose significant challenges for your business. From ensuring seamless deployment to navigating technical complexities, unexpected hurdles often impact operational efficiency. Resolving technical issues can be daunting without specialized expertise.

To overcome these challenges, partner with Vasion’s Technical Account Managers (TAMs) to facilitate rapid deployment and drive your business initiatives, ensuring you achieve maximum value.

By partnering with a Vasion TAM, you can gain access to:

- Premium Support
- Operational Health Reviews
- Escalation Guidance Support
- Product Roadmap Access
- Solution Workshops
- Print Cost Optimization Analysis
- Vasion Architecture Reviews

## TAM OBJECTIVES



### Personal Account Management

Become an integral extension of your team that aligns closely with your organization’s needs.



### Architecture Stability

Provide best practice guidance as you implement critical solutions to meet performance, resilience, and business operations.



### Platform Health

Guide personal, proactive, and reactive support at your most critical moments to ensure your health on Vasion solutions.



### Operational Rigor

Transform and modernize IT operations to drive overall best use and satisfaction of Vasion solutions.

## Overview of Services

Our TAMs are here to advocate for you and provide premium expertise to optimize your investment in Vasion's products and services.

Your dedicated TAM collaborates closely with your team to effectively minimize risks and address technical issues. They possess deep knowledge of Vasion's products, services, and support infrastructure to master facilitation of the following activities:

### Account Management

- **Orientation and Planning:** Outline service details and set expectations for the partnership.
- **Status Meetings:** Regularly scheduled updates about your service delivery.
- **Reporting:** Regular reports on support activities, including incident status.
- **Escalation Management:** Swift escalation of issues for timely resolutions.

### Online Support

- **Product Blogs:** Expert advice on new technical information, support issues, and fixes.
- **Continuous Product Delivery:** Regular email notifications for major product releases.
- **Beta Testing:** Opportunity to beta test new pre-released features and products.
- **Knowledgebase:** Access to solution articles for common technical problems.

### Proactive Services

- **Support Consulting:** Ongoing advice to enhance maintenance and reduce costs.
- **Application Services:** Help with testing updates and new features in your environment.
- **Diagnostic Workshops:** Training to improve system availability and diagnostics.
- **Onsite Critical Project Support:** Optional onsite support during crucial project phases.\*

### Responsive Services

- **Incident Support:** TAM assistance across all Vasion products, available 7 days a week.
- **Incident Submission:** Support incident submissions, available via web, email, or phone.
- **Multi-vendor Coordination:** Collaboration with third-party suppliers for complex issues.

## Ready to enhance your operational efficiency?

Contact us today for a free consultation about how Vasion's TAM services can benefit your organization.

[Schedule your free consultation](#)