



DATABANK
Data Center Evolved™



SERVICES OVERVIEW

Technical Account Manager (TAM)

Primary Responsibilities

Our Technical Account Managers (TAMs) are dedicated to maintaining consistent and meaningful communication with our largest managed services clients. Whether weekly, bi-weekly, monthly, or as needed, TAMs host check-in calls designed to address both tactical and strategic business objectives. As client advocates, TAMs ensure customer needs are represented throughout DataBank.

Who We Are

Customer Advocates: TAMs prioritize a seamless customer experience by actively advocating for your needs and resolving challenges promptly.

Non-Commissioned Point of Contact: Our TAMs provide unbiased guidance, offering tactical and strategic planning without the pressure of sales.

Direct Link to Leadership: TAMs facilitate direct communication with DataBank leadership, sharing customer insights to drive continuous improvement.

Why Choose a TAM?

Deeper Customer Insights:

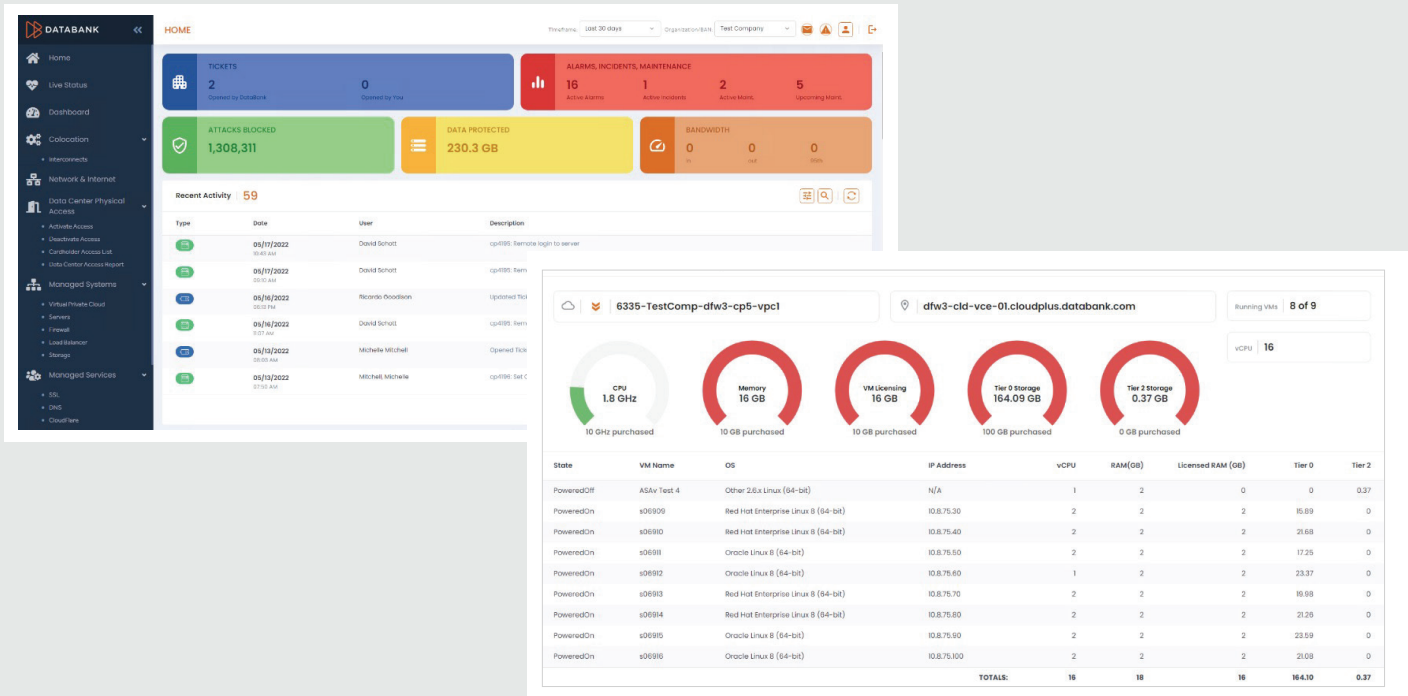
With fewer clients per TAM, we develop an intimate knowledge of each customer's environment, offering a more tailored customer experience.

Proactive Approach:

We help customers plan for growth, ensuring their systems and operations remain robust and responsive to evolving business needs.

Enhanced Collaboration:

Your TAM exists as an extension of your IT team and a liaison into your managed services environment.



OUR SERVICES

1. White Glove Support

- **Priority Response:** TAM accounts receive expedited service through our NOC system, ensuring prompt attention to tickets.
- **Leadership Visibility:** Customer issues and trends are proactively escalated during internal strategy sessions to maintain focus on resolution.
- **Expert Facilitation:** TAMs coordinate meetings with Subject Matter Experts (SMEs) and third-party vendors to address specialized requirements.
- **Product Education:** TAMs provide detailed insights and training to help you maximize the value of DataBank's solutions.

2. Monitoring & Capacity Planning

- **Custom Dashboards:** Gain access to tailored, state-of-the-art monitoring dashboards for tracking system performance and critical metrics.

- **Redundancy Reporting (N+1):** We ensure your infrastructure is prepared for growth and redundancy needs, reinforcing system resilience.
- **Ticket Trend Analysis:** TAMs analyze support trends to identify growth opportunities and areas for operational improvement.

3. Technical Review

- **Comprehensive Technical Assessment:** We conduct in-depth evaluations to ensure your systems are optimized for efficiency and reliability.
- **Operational Review:** Our TAMs focus on improving processes and service delivery, maintaining a living runbook tailored to your needs.
- **Strategic Roadmapping:** TAMs collaborate with you to align technology initiatives with your business goals, helping you plan for future growth.