



Technical Account Manager (TAM)

TechFORCE

Respond, Resolve, It's Guaranteed...

Dedicated Technical Account Manager (TAM)

As a leading independent provider of IT services, Tech Force must do it better than anyone else and our infrastructure is dedicated to doing just that. From the establishment of our support model, the Technical Account Manager (TAM) has been the central, guiding force behind Tech Force's successful services delivery model.

Tech Force provides each of their clients with an assigned TAM to enhance the support relationship. The primary function of the TAM is to provide exemplary service to each of our clients. This is accomplished by providing the client with a single point of contact who will manage the service requests, ensure that we are meeting the service delivery requirements and works with the client to better understand their ongoing technology requirements.

Highly Skilled & Proactive Technical Support

The TAM is a highly skilled, proactive support engineer who understands the clients IT infrastructure, internal processes and overall business needs. The TAM also strives to address any issues proactively before they can affect the client's systems by keeping the client abreast of upcoming product developments that relate to their specific needs, and suggests updates and upgrades when appropriate.

The TAM, in conjunction with the Customer Care Department, also acts as an internal advocate to make sure that the appropriate resources are engaged to resolve any support issues. The TAM facilitates the delivery of all support services including replacement parts and works directly over the phone and with the onsite field engineer to make sure that all of the clients support requirements are being met. Our TAM's also share relevant technical information with your staff based on an in-depth understanding of your business and IT infrastructure.

Responsibilities and Benefits:

- Central coordination of all technical activities related to service
- Ensures customer satisfaction through superior service delivery
- Adheres to custom service requirements
- Maintains efficient and effective communications
- Provides proactive, managed support
- Eliminates time spent determining or re-educating relevant staff
- Advocacy for your needs and future service requests
- Periodic status needs, including open issues, tasks, recommendations, future concerns

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