

## Optimize Operations for Best ROI

Have a dedicated Technical Account Manager assigned to your account. Get year-round access to a Faronics Solutions Specialist who can guide and assist in realizing the best ROI for your investment.

Leverage and implement best practices, methodology and standards based on years of experience servicing enterprise customers.

### TAM BENEFITS

#### Customer Advocacy

- Provide insider information and exclusive previews
- Advocate customer concerns and feature request
- Understand Business objective and meet operational requirements

#### Optimize Operations

- Regularly scheduled assessments, reviews, and analyses
- Knowledge, skill transfer and IT staff training
- Prevent issues and resolve challenges faster



#### Accelerate Time to Value

- Experienced Solutions Specialist for guidance on all matters
- Implement best practices, recommendations for optimal performance
- Insight and planning

#### Technology Adoption

- Risk mitigation and impact assessment before new technology integration
- Leverage new products and capabilities quickly
- Solutions that work and align to your IT business priorities

### TAM DELIVERABLES

- Migration, implementation, upgrade guidance and assistance with setting up Faronics products.
- Monthly consultative 2 hr call to address any concerns or imminent problems.
- Consultative advice on Security Practices, Patch Management, Endpoint Security, Asset Management.
- Insight and advanced notification on upcoming updates, new services and products.
- Hardware and operating system migration support.
- New technology services integration and impact assessment with Faronics solutions.
- Training on new services, features and re-training existing or new staff.
- Triage with Faronics Technical Support for major escalations for faster remediation and resolution.
- Health check, logs and report auditing to identify any underlying problems or failure trends.
- Review Technical Support tickets for technical analysis and suggest preemptive measures to avoid potential problems.
- Advocate customer feature requests and concerns directly to Faronics Product Management.
- Proactive alerting on recently discovered issues either in Faronics solutions or other related ecosystems like Windows update, security software, networking, Windows OS or others.