

## Technical Account Manager

Companies are driven to reduce costs and improve operational efficiencies through technological innovation. This naturally translates into a growing number of IT projects. The pressure is on your IT team to complete these projects to specifications, on time and within budget.

At Globalscape we want to ensure your EFT projects run as smoothly as possible. Our Technical Account Managers (TAMs) are certified professionals available to assist you with your EFT initiatives.

### Experienced in it and with Globalscape's Solutions

TAMs are IT professionals who carry a wealth of applicable knowledge about EFT. They are certified in the Globalscape product line, Windows, project management, and industry certifications such as Cisco and VMWare. Dedicated TAM services are available with the Expert-level support package.

#### KEY RESULTS



- Direct Contact:
  - > Technical Support
  - > Product Management
  - > Solution Architects



- Dedicated resource
- Certified EFT Server Professional

SERVICES	SUPPORT LEVEL	
	Premier	Expert
TAM Level	Rotational	Dedicated
Case Review	Annual	Quarterly
Health Check	None	Remote or On-Site

### TAM Services Include:

- Remote or on-site Health Check
- Quarterly case review (in-depth review of your support cases from the quarter)
- Issue resolution/escalation
- Change and feature request communication with Product Management
- Assistance defining internal success metrics
- Architectural guidance for Globalscape initiatives
- Assistance defining service strategy for Globalscape initiatives based on ITIL framework
- Attendance of project or initiatives status meetings