



Technical Account Manager



Driving operational excellence through proactive and consultative technical relationship management

Even the most experienced IT organizations can benefit from advanced knowledge and advice to realize maximum value from their enterprise investments.

Technical Account Managers (TAM) from Dell Technologies are highly trained and experienced technical professionals who leverage their skills and connections across Dell Technologies to help customers strategically align IT capabilities with their broader organizational vision.

With a thorough understanding of both your IT environment and business goals, your assigned TAM delivers significant value to your organization through:



Systems Improvement



Customer Advocacy



Risk Mitigation



Technical Expertise



Reporting & Communication

Customer Advocacy

Your assigned TAM serves as a critical link to Dell Technologies' product and engineering teams, advocating for your requirements to address current challenges and drive future innovations.

Technical Expertise

Among Dell's most experienced and educated professionals, our TAMs stay current in their specialties through continuous learning and certifications. Dedicated to delivering top-tier service to our clients, TAMs actively engage in internal initiatives aimed at enhancing the effectiveness of our enterprise support services.

Your TAM will regularly participate in knowledge sharing intended to uplift your internal IT teams, enhancing their skills, fostering self-sufficiency, and ultimately creating a more agile and cost-effective technology environment.

Systems Improvement

Your assigned TAM maintains a deep technical knowledge of your environment and routinely assesses your infrastructure to provide targeted guidance on known issues, capacity, and performance metrics that may impact your systems.

With a thorough understanding of your specific code versions, feature changes, and interoperability needs, your TAM delivers detailed technical upgrade and refresh recommendations tailored to your unique requirements, ensuring seamless integration.

Risk Management

TAMs actively monitor technical and security advisories, assessing potential risks to your technical environment to proactively advise on mitigation and preventative actions to keep your systems secure and resilient.

Reporting and Communication

During regular reviews, TAMs deliver reporting and insights that reflect each customer's priorities and goals; often covering project progress, advisories, capacity, and performance.

TAMs establish KPIs and ROI metrics to clearly demonstrate the value delivered to the customer.

Focusing on a specific product line or technology area in your IT environment, our Technical Account Managers are available to advise on Dell Technologies **Data Protection**, **Core Storage** and **Unstructured Data Storage** solutions.



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