

DELL EMC SERVICE ACCOUNT MANAGER

Expert, proactive support for managing your Dell EMC investment

ESSENTIALS

- Engages in proactive support to help identify and resolve issues before impact
- Leverages resources from across Dell EMC to optimize your IT investment
- Tailors support to your specific business needs with local availability

Many organizations find it challenging to continuously manage and support complex IT infrastructures and products. A Dell EMC Service Account Manager (SAM) provides the expertise and experience to proactively address this challenge and helps you optimize your Dell EMC platforms, software, and solutions.

SERVICE DESCRIPTION

The SAM works closely with your IT team to understand your specific business requirements, and provides focused support that includes:

- Proactive engagement to help identify issues and facilitate improvements
- A central point of contact for Dell EMC customer service matters throughout your enterprise, including customized reports and communications
- Accelerated escalation and expedited issue resolution

SUPPORT TO MEET YOUR BUSINESS NEEDS

PROACTIVE SUPPORT ACTIVITIES

Your SAM aligns support activities with Dell EMC best practices to not only help resolve issues before they affect your operations but also to optimize data availability and equipment stability. These proactive support activities include:

- Developing recommendations and procedures for Dell EMC Field Change Orders and Dell EMC Technical Advisories.
- Providing guidance to ensure timely Dell EMC microcode and software updates.
- Facilitating the training of your IT team on valuable Dell EMC online support tools
- Leading service events including planned changes.
- Participating in end-to-end, non-project approved change management requests, and helping to coordinate changes across sites.

CENTRALIZED SERVICE MANAGEMENT WITH REALTIME COMMUNICATION

Your SAM also works closely with Dell EMC technical analysts and other functional experts to drive rapid service request resolution and provide comprehensive communication and reporting, including:

- Strategic account support plan to document enterprise specific information and Dell EMC support processes and leverage Dell EMC best practices to improve your IT infrastructure.
- Quarterly business reviews to highlight performance enhancement opportunities and perform risk assessments with proactive recommendations to improve your Dell EMC infrastructure.
- Monthly support reviews and performance reports to provide an assessment of service activity reports and summarize all service requests and activities across your locations by severity level.
- Weekly operational reviews to provide the status of all open service requests.
- Real time status updates for your service requests across the Dell EMC infrastructure.
- Root-cause analysis facilitation for designated high-priority escalations.

DELL EMC PERSONALIZED SUPPORT SERVICES PORTFOLIO

Dell EMC offers a range of other personalized support services to help you meet your organization's objectives, including:

- **Technical Account Manager**—Provides a proactive service and support contact focused on a specific technical discipline within the Dell EMC portfolio.
- **Designated Support Engineer**—Provides a product-focused troubleshooting expert who has in-depth knowledge of the Dell EMC product environment.

CONTACT US

To learn more, contact your local representative or authorized reseller.



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