



CLIENT SERVICES : TECHNICAL ACCOUNT MANAGER

# OPTIMISE YOUR CLOUD PERFORMANCE AND DRIVE GROWTH WITH INDUSTRY-LEADING EXPERTISE

Acting as your champion within our business, your Technical Account Manager is a single point of contact for whenever you need to find a solution, fast. In an increasingly cut-throat marketplace, they'll give you a competitive edge by focusing on your business needs.

- A trusted technology partner: designed to help Tata Communications' data centre and cloud customers grow and succeed
- Best-in-class service: with a do-whatever-it-takes attitude, we deliver greater efficiency, and take complete responsibility for your operational performance
- Innovation at every turn: stay relevant in the marketplace, drawing on our industry insights to devise the most effective strategy for your architecture planning, capacity planning or redesigns



## YOUR BUSINESS IS OUR PRIORITY

As your technology partners, at Tata Communications we deliver the technology solutions your business needs. You can rely on us to provide the insight and industry expertise to identify opportunities, and the services to capitalise on them. Our Technical Account Managers (TAM) are an innovative way to make sure we meet your expectations — and go beyond them.

Your TAM makes every one of your business needs our priority. They will get directly involved in every incident, restore key service elements quickly, and then review and manage each issue to ensure you see real improvements. In short, we make it our business to get to know your business inside out.

### Mitigate risk for maximum efficiency

By taking complete responsibility for your operational performance, and proactively identifying risks and vulnerabilities, we aim to become your business champion.

Data insights are vital for your success, which is why we analyse trends in your service performance against wider industry indicators. Our ongoing performance review meetings ensure everyone's up to speed on mitigating risks. We can also make sure your infrastructure is well guarded with carefully planned, timely solutions from technical experts, to meet your business needs.

### Expect exponential growth

By thinking one step ahead, we can spark customised plans and systems that will help you succeed and grow. Whether through business upgrades, improved operational efficiency or enhanced technical solutions, you can be confident that our Technical Account Managers have your unique interests at heart.

## THE TATA COMMUNICATIONS ADVANTAGE

A strong global presence, with unrivalled local service expertise:

- 4000+ experts across 40 international locations, serving customers across 126 countries
- More than 200+ dedicated Service Relationship Managers who are 100% ITIL certified
- 5 global service contact centres provide 24/7/365 assistance
- Clients can call on help in multiple languages across the globe
- Multi-platform support, industry-leading SLAs and 24/7/365 monitoring

“Your Technical Account Manager is your partner, an extended member of your internal support group and your voice within Tata Communications — with the understanding and passion to help your business thrive.”

### KEY FEATURES

- **Effective incident management** ensures your business stays online, at all times
- **Proactive risk identification** mitigates the impact of incidents when they do occur
- **Innovative capacity management** to support your business growth
- **Dedicated onsite support** gives us the insight to help your enterprise move into the future
- **Added-value services** keep you ahead of the competition

For further information on our Client Services, visit

[www.tatacommunications.com/products-services/client-services](http://www.tatacommunications.com/products-services/client-services)

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