



Lenovo Technical Account Management

The Challenges in Business Operations

Digital transformation can cause your environments to host a wide range of information technology.

It can be a challenge to manage operations across wide geographies, mission-critical workloads, maximum-performance lifecycle products, and complex problems involving technology partners. All these factors can affect the productivity and performance of your business operation.

The Lenovo Technical Account Management service provides the specialized knowledge of the Lenovo product family, including software, server, storage, or networking to service your business operations environment.

The Value of a Trusted Advisor

The Lenovo Technical Account Management service provides a dedicated Technical Account Manager (TAM) who serves as your advocate with a focus on the Lenovo assets operating in your business. The TAM provides technical, product, and business knowledge, and assists to engage the correct expertise for the customer.

Your TAM will advise and provide recommendations on your Lenovo systems to ensure the correct service is in place based on your specific business and operational objectives. The TAM takes the time to learn and balance your current needs with your long-term goals, and can help you make the best, most impactful decisions along the way.

Your TAM provides expedited service and applies inside knowledge on how best to leverage the vast network of Lenovo engineers and technicians to address your company's unique needs.

Lenovo Technical Account Management includes:

- **Technical Advocate:** This service is delivered using a single-point-of-accountability service model. The TAM provides consulting and post-sales lifecycle management for the Lenovo data center products purchased by the customer.
- **Customer Account Reporting:** You'll receive customer account reporting on your Lenovo products to uncover insights, and your TAM will make recommendations that positively affect your business operation based on service delivery metrics and key performance indicators.
- **Business Review Meetings:** During quarterly onsite business reviews, your TAM will review key service outcomes and the health of your support based on your unique business and operational objectives.
- **Customer Support Plan:** Your TAM will create and manage your customer support plan for all of your entitled Lenovo products based on your present and anticipated future needs. This baseline instrument measures and benchmarks the operational performance of our products and solutions in your business operation. Updates and revisions are applied as needed to ensure maximum return on investment.



- **Escalation Management:** Your TAM will communicate and coordinate on critical reported service incidents for Lenovo products.

The Benefits Will Transform Your Business

The Lenovo Technical Account Management service builds on a series of simple building blocks to accelerate your business success:

- **Trusted:** Your TAM is responsible to build the key relationships in your business and to understand how Lenovo products are being used within your business operation.
- **Accountable:** Your TAM is accountable to communicate and meet with your key principals and to ensure the right services and action plans are in place to drive your business success.
- **Focused:** Your TAM is a dedicated technical professional focused on the overall health and success of your Lenovo technology in the data center operation.

The overall service experience offers these additional service outcomes and benefits:

- Direct access to a technical resource that provides both a deep relationship with your IT staff and in-depth knowledge of your business operation and IT environment.
- Professional consultation and recommendations provided to meet your evolving business operation's needs
- Visibility into the current and future Lenovo products that help you with your long-term technology planning and investment decisions.

- Proactive planning and service coverage assessment on your Lenovo products and solutions to prevent issues before they arise.
- Improved operational execution and efficiency of your technology initiatives to meet ROI and performance objectives.

Take the Next Step to Success

See how having an advocate dedicated to getting the most from your technology investment can give you greater peace of mind and a sharper focus on your business priorities.



Support Services

For More Information

For more details about Lenovo Technical Account Manager, contact your Lenovo representative or Business Partner, or visit lenovo.com/systems/services to learn more about what a TAM can do for you.

About Lenovo

Lenovo (HKSE: 992) (ADR: LNVGY) is a US\$45 billion Fortune 500 company and a global technology leader in driving Intelligent Transformation. Lenovo's data center solutions (ThinkSystem, ThinkAgile) are creating the capacity and computing power that are changing business and society.

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