



SERVICES AND TECHNICAL ACCOUNT MANAGERS

PROFESSIONAL SERVICES

Personalized Attention

Technology transitions often benefit from having the vendor provide an offsite, or onsite, support resource who possesses the necessary technical or service knowledge to drive complex issue resolution. By nature of their size and complexity, large organizations also experience high-impact support issues and benefit tremendously from personalized attention.

Lenovo's professional Services Account Managers (SAM) and Technical Account Managers (TAM) embrace the challenge of finding and connecting the varied experts from within your organization and ours to provide guidance to you, drive service issue resolution, and report on valuable service usage data. Hiring a Lenovo Services advocate to monitor your service activity and to ensure our issue resolution meets your Service Level Agreements enables you to maintain focus on your important projects. When an issue does arise, our highly responsive single point of contact for your organization knows exactly how to escalate the matter to achieve the fastest resolution.

Services Account Manager

Single Point Of Contact:

- Single Point of Contact for your IT departments for all services related escalations, whether within Lenovo or with our services partners
- Acts as a liaison between service partners and you
- Takes ownership of the customer experience — ensures services level agreement performance on a global basis

Problem Management:

- Opens, monitors and reports on the progress of open case issues in all geographies until issues are resolved
- Oversees resolution for technical problems and recreates issues to solve problems
- Escalates issues to the responsible team within Lenovo and brings in engineering as appropriate

Reporting:

- Reviews current services performance and customer requirements
- Consolidates input from various sources (internal to Lenovo and external partners) and analyzes results
- Presents services metric performance analysis/results on a quarterly or monthly basis

Team Meetings:

- Schedules regular customer review meetings and provides detailed reports

Technical Account Manager

Technical Services delivery focal point:

- Personalizes service for you
- Proactively makes technology adoption recommendations
- Tests new hardware with your specific solutions, images and environment in mind
- Provides recommendations for critical decisions that incorporate Lenovo solutions

Product Support:

- Troubleshoots and resolves issues with Lenovo products
- Provides ongoing communication of escalated issues status and commitments
- Project coordination and address ongoing service needs
- Opens escalation tickets on your behalf and tracks to resolution

Develop and maintain consistent communication:

- Able to be a part of the computing solution team
- Work with networking teams to ensure the image is working in your environment

Works to support Lenovo and your KPIs:

- Provides suggestions for non-technical solutions such as education, training, or wiki articles
- Tracks results by Lenovo and you

Lenovo Service Account Manager and Technical Account Manager program is part of a comprehensive portfolio of Lenovo's award-winning services that support the entire lifecycle of your PCs. For more information on this, or other service offerings, please contact your Lenovo Sales Representative or visit www.lenovo.com/services.

Lenovo™

Services