



## Summary

Invenys Customer FIRST Elite and Premium members can benefit from a committed Technical Account Management Team.

Your Technical Account Manager serves as a cross-functional, cross-Invenys advocate on your behalf and is committed to helping you achieve your strategic goals.

## Business Value

Having a trusted advisor working with you – and one with inside knowledge and resources – will ensure that your systems investment is protected and performing at optimum levels – now and in the future.

Real Collaboration.  
Real-Time Results.™

## Account Services Team

# Technical Account Management

## OVERVIEW

The Technical Account Management (TAM) program is ideal for large enterprise or global organizations seeking specific expertise, access, and commitment to help maximize the performance of your Invenys products and solutions.



Invenys customers enrolled in either the Elite or Premium levels of the Customer FIRST program and who meet a minimum support value qualification will automatically be assigned a Technical Account Manager (TAM). Your TAM will use their technical problem solving and management skills to act as your dedicated support liaison within Invenys. They will coordinate the functional expertise and resources needed to prioritize, facilitate and expedite activities required to keep your operation running at peak levels.

Your TAM will be a valuable resource when you are working on the day-to-day implementation, maintenance and support requirements of your hardware and software assets. Additionally, the TAM will advise you on product lifecycle topics specifically related to your installation ensuring that your lifecycle upgrade plan covers every essential detail, resulting in continued and ongoing value from your investments.

Customers enrolled at the Elite level of the Customer FIRST program will benefit through proactive technical consulting. Your Invenys Technical Account Manager will facilitate regular meetings both face to face and conference calls with you to build rapport with your implementation and development teams and to help drive successful projects.

In addition, the Customer FIRST program offers the optional services of an on-site Invenys Resident Engineer/Consultant on a part-time or full-time basis. The Resident and your TAM will closely collaborate in the management, planning, and coordination of support activities on your behalf.

## PROGRAM BENEFITS

- **Maximize Accountability** - Your Technical Account Manager augments your engineering resources with Invenys-specific expertise, providing a focused point of contact for your support relationship with Invenys.
- **Accelerate Issue Resolution** - Your TAM will coordinate with resources across multiple Invenys and Partner support organizations to help facilitate faster resolution of your issues, and lobby for inclusion of your feature request in Invenys products or solutions updates.
- **Increase Return On Investment** – Drive attainment of your business goals by leveraging proven best practices and broad industry experience. The TAM can help you maximize ROI of your Invenys system throughout its lifecycle.
- **Mitigate Risk** – Working with an expert who understands your operations environment, and has insight into your infrastructure and business needs, will help ensure that your solution is correctly deployed and maintained to minimize disruptions and maximize availability and performance.



## ROLE AND RESPONSIBILITY

The Technical Account Manager's mission is to address your unique needs and objectives, provide technical and strategic direction, and to act as your support advocate within Invensys. Each Technical Account Manager is dedicated to handling the complex support requirements for a select number of eligible customer accounts.

Your TAM is a member of the Technical Account Management Team, which is comprised of highly dedicated and experienced Invensys employees. Each TAM possesses a strong background in their respective area of technical expertise, along with strong communication and management skills. The TAM combines problem-solving skills with proactive management skills relating to technical support issues.

The TAM does not replace your relationship with Invensys' support infrastructure; they augment it. You will continue to contact your area Invensys support center or local service representative to request technical support, material repair and exchange orders, product enhancement requests, etc. The TAM will be informed of such requests when they enter the Invensys support system. They will monitor the progress toward situation resolution, and help expedite support when intervention on your behalf is appropriate.

## HOW THE RELATIONSHIP WORKS

When initiating the account relationship, your Technical Account Manager will review and become familiar with the Invensys applications, systems and solutions used at your site(s), and gain an understanding of your personnel resources' roles, concerns and priorities. They will work in partnership with your team to review open support cases, and help identify and address any issues that have prevented more timely resolution.

*Your Technical Account Manager will perform the following activities:*

- Work across Invensys internal corporate functions, particularly with Support, Development, Manufacturing, Project Delivery, Field Service, Account Management and Quality, to facilitate faster resolution of your issues by:
  - Driving incident escalation to appropriate levels
  - Coordinating the work of Invensys in-house staff and third parties during critical situations
- Conduct regularly scheduled status calls with your team and provide recurring status reports on all open issues and activities
- Work with Invensys' Development team to provide customer-specific feedback on product issues and improve future releases
- Perform consultative reviews of architecture, process and organization plans for your Invensys assets
- Provide updates on Invensys product line roadmaps, including insight on future direction
- Provide support deliverables planning, and inform you of product and process updates
- Develop and review customized reports that provide a holistic view of Invensys-related support activities across your environment
- Offer technical and strategic direction to assist your organization in the development of upgrade plans based on your business requirements

If you think your organization can benefit from the services of a Technical Management Team, contact your local Invensys representative to understand the qualifications and requirements.



Invensys • 5601 Granite Parkway III, #1000, Plano, TX 75024 • Tel: (469) 365-6400 • Fax: (469) 365-6401 • [iom.invensys.com](http://iom.invensys.com)

Invensys, the Invensys logo, ArchestrA, Avantis, Eurotherm, Foxboro, IMServ, InFusion, SimSci-Esscor, Skelta, Triconex, and Wonderware are trademarks of Invensys plc, its subsidiaries or affiliates. All other brands and product names may be the trademarks or service marks of their representative owners.

© 2011 Invensys Systems, Inc. All rights reserved. No part of the material protected by this copyright may be reproduced or utilized in any form or by any means, electronic or mechanical, including photocopying, recording, broadcasting, or by any information storage and retrieval system, without permission in writing from Invensys Systems, Inc.