

# OpenText Premium Technical Account Manager (TAM)

A senior engineer with deep technical expertise, who is your go-to resource for ongoing problem prevention

## Premium Technical Account Manager at a Glance:

- Proactive technical guidance
- Senior engineer with deep technical expertise in a product center
- Technical guidance & planning, optimization and supportability reviews
- Business hours availability
- Incident resolution via Enhanced Business Support queue, with 1-hour target response for severity 1 & 2 incidents
- Dedicated to 6 customers
- 4 on site days/year



When you need the best possible care of your complex environment, turn to OpenText Premium Support. With Premium Support, you get people on your side who are as immersed and invested in your world as you are. The leading experts in the industry become an extended part of your team. Build a team of named and dedicated support experts that understand your business—helping you to optimize even the most complex software environments and resolve issues quickly if they arise.

## Experience Technical Guidance with a Senior OpenText Premium Technical Account Manager

Your Premium Technical Account Manager (Premium TAM) is your go-to resource for ongoing problem prevention. This senior engineer provides technical guidance, focusing on constantly optimizing your software environment to maximize business continuity and minimize the frequency of new support incidents.

As your technical advocate, your Premium TAM proactively works with you to drive enhanced value from the OpenText solutions in a specific product center, providing expert product knowledge and skills to help streamline and improve the overall performance of your OpenText software.

As your trusted advisor, your Premium TAM will visit your site to learn your environment in order to provide tailored strategic guidance, and to develop a strong working relationship with your team. Your TAM offers a centralized understanding of your support cases and their root causes, and will recommend strategies for

minimizing the risk of recurrence. They are also your strategic partner when it comes to developing plans to proactively improve and maintain your software investment. This can include periodic solution reviews, annual solution planning, and guidance on change management.

Your TAM will proactively review your OpenText software implementation, highlight issues, and work with you to address them. They'll deliver incident resolution through the Enhanced Business Support queue.

## Your Premium TAM package Includes the Following Coverage and Primary Responsibilities

### Coverage

- Support for a specific OpenText product center
- Incident resolution through the Enhanced Business Support queue, with prioritized target response times of 1 hour for severity 1 & 2 incidents
- TAM business hours availability
- TAM support for up to 6 customers

### Primary Responsibilities

#### PROACTIVE TECHNICAL GUIDANCE

- Be your primary point of contact for proactive technical guidance and ongoing problem prevention
- Applies best practices to help you minimize operational risks and avoid common pitfalls
- Visits your site, learns your systems, and builds relationships with your team

# Support That Steps Up to Today's Business Challenges. That's Premium Support

## OpenText Premium Support. Built for You and Your Business.

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[OpenText CEO Mark Barrenechea's blog](#)



- Offers technical support mentoring to increase your team's knowledge
- Builds a detailed profile of your systems to improve the support that OpenText delivers
- Shares prescriptive product roadmaps to inform your planning and assist in upgrade and migration planning
- Acts as a strategic partner in developing plans to proactively improve and maintain your software investment
- Provides periodic supportability assessments
- Provides guidance on leveraging the full features and functionality of your OpenText solution

### SUPPORT EXPERIENCE MANAGEMENT

- Provides a centralized understanding of your incidents and their causes and recommends strategies for reducing the risk of recurrence
- Proactively reviews incidents and facilitates regular meetings to provide updates and track progress
- Acts as your technical advocate and escalates issues as needed to ensure all needed resources are engaged to expedite resolution
- Provides quarterly reports to assess support activity and provides recommendations
- Proactively manages progress against plan

### OpenText Premium Support

Software environments can be complex. In today's fast-paced market, having someone

### Description of the Premium TAM Package Key Benefits

What	How
<b>Premium Support Onboarding</b>	Your TAM will make an initial one-day onsite visit to kick off the delivery of your OpenText Premium Support contract. During this visit, the TAM will meet key personnel, review all details pertaining to your support contract and collect information to create your support plan.
<b>Primary Point of Contact for Technical Guidance</b>	Your TAM is your primary point of contact for proactive technical guidance for products in the designated product center. Your TAM is your go-to resource for operational profile management, on-site and remote technical reviews, technical escalation coordination and critical patch and problem management.
<b>Prioritized Incident Handling and Target Response Times</b>	<p>Your incidents related to the specific product center covered by your Premium Support TAM contract, will receive a higher priority than incidents covered by your underlying OpenText Business Support contracts.</p> <p>Your incidents will be routed via the Enhanced Business Support queue to highly experienced OpenText technical engineers, who will provide expedited problem resolution.</p> <p>In addition, you will receive the following prioritized target response times during business hours:</p> <ul style="list-style-type: none"><li>■ Severity level one and two: one hour</li></ul>
<b>Incident Management and Advocacy</b>	Your TAM is responsible for managing and reviewing incidents opened under the designated product center during business hours. Your TAM will proactively host incident review meetings to ensure your incidents are progressing, and to review your support experience and make any adjustments. Your TAM will also be your advocate for any issues important to you.
<b>Escalation Management</b>	Your TAM will manage the escalation of any Severity 1 incidents to ensure OpenText management and all needed resources are engaged, and will keep your management team updated on progress.

you can trust and who understands your software configuration can make all the difference. OpenText Premium Support gives you named and dedicated support personnel who really know your IT environment. A flexible blend of problem resolution, technical guidance and strategic support personnel that champion your success and ensure you're getting the most out of your software investment.

Watch: [Introducing Premium Support](#)  
Learn more about [Premium Support](#)

### Talk to Us About Our OpenText Support Portfolio

We're here to make sure you get the right level of support for your business. You will find links to further information below, but why not talk to us? We can outline your options and how your business will benefit. Please contact your OpenText support sales representative.

Find out more about our Premium Support and Flexible Credits offerings at:

[www.microfocus.com/premium-support](http://www.microfocus.com/premium-support)  
and [www.microfocus.com/flexible-credits](http://www.microfocus.com/flexible-credits)