



SpectraGuard Technical Account Management



The SpectraGuard Technical Account Management program offers three different tiers of service, delivering just the right resources and expertise necessary to meet the needs of your particular situation and organization.



The SpectraGuard® Technical Account Management program is a personalized support service providing customers with a single point of contact at Spectra who is familiar with the intricacies of your data storage environment. Your Technical Account Manager (TAM) is your personal advocate within the SpectraGuard support organization, accountable to your company for managing and overseeing all technical support activities related to your Spectra product(s). TAMs are senior technical experts with an in-depth knowledge of every aspect of your account, from your workflows and change policies, to your overall operational goals and growth management objectives. This premium service saves you effort, involvement and time that could be better spent elsewhere in your data center, allowing you to increase productivity and focus on achieving your core business objectives.

The SpectraGuard Technical Account Management program offers 3 tiers... delivering the right resources and expertise necessary to meet the needs of your organization.

ADVANCED

Delivered remotely by a dedicated named technical expert, the Advanced tier provides you with personalized problem-resolution assistance – simplifying the case management process by coordinating incident handling, escalations and resource allocation. Elevated management attention to critical situations and expedited access to senior-level technical expertise provide a high-level focus to drive your service issues to resolution. The program delivers crucial information on the status of your unit(s) through detailed reporting, scheduled technical reviews, and analysis of key metrics.

PREMIUM

Building on the operational efficiencies afforded by the Advanced tier, the Premium tier offers the added benefit of “Fly & Fix” response in a SEV1 situation to avoid sustained interruptions to your storage operations. Additionally, Preventive Maintenance services are included to promote the ongoing health of your unit(s) to limit technical issues. An optional, customized training program is available to address IT staff knowledge gaps as identified by your dedicated TAM.

ENTERPRISE

Combine the features and value of the Premium tier with the discerning advantage of a dedicated onsite engineer responsible for the daily functioning and maintenance of your units assures your data storage operations are handled smoothly and seamlessly without engagement of your company’s valuable resources. Expedited response to technical issues, immediate exposure to software/firmware upgrades, Preventive Maintenance performed exactly when needed, and on-demand reporting and meetings provide a comprehensive and proactive support plan. The benefit of a hands-off data storage operation is that you can save valuable time and money by allocating your staff to other pressing projects in your organization.



Features of the SpectraGuard Technical Account Management Programs

	Advanced	Premium	Enterprise
CUSTOMER ADVOCACY			
Named Account Manager	X	X	X
Incident Monitoring from Inception to Closure	X	X	X
Management Notification on Case Opening	X	X	X
Account Management Based on Incident History	X	X	X
Dedicated Escalations Manager on SEV1 Incidents	X	X	X
Elevated Critical Situation Management	X	X	X
Spectra Engineer Fly and Fix on Sev1 Issues		X	X
Dedicated Onsite Resource			X
Dedicated Resource Responsible for All Aspects of Library Maintenance and Issue Resolution			X
Immediate Parts Replacement Upon Arrival			X
ANALYTICS AND REPORTING			
Scheduled Incident Reports	X	X	X
Incident Root Cause Analysis	X	X	X
Open Case and Historical Reviews	X	X	X
Log Review During Monitoring Phase	X	X	X
Onsite Reviews and Reporting on As-Needed Basis			X
PRODUCT OPTIMIZATION			
Proactive Health Checks	X	X	X
Preventive Maintenance Service		X	X
Ongoing Health Monitoring of Spectra Product			X
BEST PRACTICES AND EDUCATION			
Remote Introduction Session	X	X	X
Customizable, Hands-on Training		X	X
Assistance with Environmental Optimization			X
Onsite Operational Training			X

About Spectra Logic Corporation

Spectra Logic develops data storage solutions that solve the problem of long-term digital preservation for business and technology professionals dealing with exponential data growth. Dedicated solely to storage innovation for nearly 40 years, Spectra Logic's uncompromising product and customer focus is proven by the adoption of its solutions by industry leaders in multiple vertical markets globally. Spectra enables affordable, multi-decade data storage and access by creating new methods of managing information in all forms of storage—including archive, backup, cold storage, private and public cloud. To learn more, visit www.SpectraLogic.com.