

SERVICE DESCRIPTION

# NetApp Cloud Technical Account Manager



 **NetApp**

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The NetApp® Cloud Technical Account Manager (CloudTAM) is a customer-aligned and designated cloud technical specialist who helps customers navigate and execute cloud strategies to a hybrid multicloud and drives their adoption and use of the NetApp cloud portfolio. This service supports customers through extensive knowledge of their business needs, IT environment, and support history.

The CloudTAM also acts as a liaison with various NetApp groups, tools, and resources to deliver expert guidance and recommendations to accelerate their journey to the cloud and deliver faster value for their cloud technology investment.

The following table lists the services and benefits provided for the NetApp Cloud Technical Account Manager Support Service.<sup>1</sup>

Capabilities	Description
Strategic technology assessment	<ul style="list-style-type: none"> <li>• Reviews customer objectives and business requirements</li> <li>• Aligns technology goals with cloud strategy and implementation roadmap</li> <li>• Identifies milestones and KPIs to measure success and refine technology approach</li> </ul>
Account-based focus	<ul style="list-style-type: none"> <li>• Provides single view into customer’s NetApp cloud projects</li> <li>• Designated support service for technical questions, ideas, and issues</li> <li>• Coordinates communications between NetApp and customer</li> <li>• Provides access to NetApp specialists, tools, and resources</li> </ul>
Upgrade advice and management	<ul style="list-style-type: none"> <li>• Provides upgrade and component integration management</li> <li>• Champions and advocates product feedback and feature requests to improve NetApp cloud features and resiliency</li> <li>• Offers “voice of the customer” input to NetApp engineering teams</li> </ul>
Technology guidance	<ul style="list-style-type: none"> <li>• Accelerates customer adoption through guidance and engagement</li> <li>• Offers proactive best practice advice on cloud architecture and procedures, engaging with NetApp specialists for in-depth reviews</li> <li>• Leads regular meetings to help projects stay on track toward set milestones, answers questions, and resolves identified issues</li> </ul>
Case management	<ul style="list-style-type: none"> <li>• Provides end-to-end case management and issue resolution</li> <li>• Coordinates communication between NetApp and the customer about the customer’s cloud environment</li> <li>• Leads NetApp support to drive fast mitigation of issues impacting critical workloads</li> <li>• Provides timely communication in a 24/7 global support environment</li> <li>• Acts as liaison between NetApp support resources, customer, and NetApp’s public cloud partners (AWS, Microsoft Azure, and Google Cloud) to drive efficient multiparty issue resolution</li> </ul>

1. The services and offerings described herein are subject to and limited and governed by the NetApp, Inc. Support Services terms, available at <http://www.netapp.com/us/how-to-buy/stc.html> (“NetApp Support Services terms”). The NetApp Support Services terms are subject to revision or modification on a prospective basis at NetApp’s sole discretion without notification to customers.

The CloudTAM service can be modified based on the customer's needs, and delivery of the items described in the table can be adjusted based on specific customer requirements as mutually agreed.

### **Cloud Technical Account Manager Support Service structure**

The CloudTAM Support Service is available for purchase in different geographical locations and resides in a country with a NetApp field office.

The CloudTAM offering is available for purchase at four support allocation levels:

1. 10% allocation (4 hours on average per week)
2. 25% allocation (10 hours on average per week)
3. 50% allocation (20 hours on average per week)
4. 100% allocation (40 hours on average per week)

An initial 6-month purchase term is required at point of sale, and upgrades are available within the contract term. That is, 10% allocation can upgrade to 25%, 50%, or 100%; 25% to 50% or 100%; and 50% to 100% allocation level. The CloudTAM service allocation level within the term cannot be downgraded or returned.

