NetApp Cloud Technical Account Manager

A NetApp® CloudTAM is a customer-aligned and designated cloud technical specialist who provides technical support to help you navigate and execute your hybrid multicloud strategy.

■ NetApp

The challenge

High levels of technical expertise and support are key for a successful transition to a NetApp® cloud storage environment. But cloud environments are more complex than ever before, and unforeseen challenges can occur when deploying new cloud solutions. Large hybrid cloud providers have general cloud expertise, but they may lack specific knowledge of NetApp technology to:

- Deliver the technical expertise necessary to minimize risk associated with hybrid cloud complexity
- Make the transition from cloud adoption to cloud usage
- Offer long-term cloud-agnostic technical expertise for public cloud ecosystems

The solution

A NetApp CloudTAM provides seasoned cloud technical expertise to help you avoid common cloud deployment issues and to give you peace of mind during your cloud journey.

Smooth your journey to the hybrid multicloud

With in-depth knowledge of your cloud environment and business objectives, the CloudTAM can accelerate your journey to the cloud, helping to deliver value faster from your cloud technology investment.

Resolve issues in the cloud faster

The CloudTAM provides a designated support service and serves as a liaison between you and NetApp specialists, tools, and resources. You will experience fewer problems, get issues resolved quickly, and operate more efficiently with fewer outages.

Key benefits

Orchestrate deployment of your cloud roadmap

- Partners as a technical custodian for your cloud technology strategy and deployment roadmap.

Minimize risk with technical expertise

- The CloudTAM is your go-to cloud specialist, advisor, and technical account manager.

Maximize ROI of NetApp solutions

- Achieve greater on-going value for your NetApp cloud technology and solutions through accelerated adoption.

Flexible support consumption model

- Term-based CloudTAM service offers a simplified pricing model to meet your specific cloud requirements.

Gain the right expertise when you need it

The CloudTAM helps you to buy the cloud support expertise you need when you need it. Offered as a term-based service with a flexible, simplified pricing model, you can choose 10%, 25%, 50%, or 100% support allocation.

Simplify support

A CloudTAM helps you take the complexity out of transitioning to the cloud. With deep knowledge of NetApp cloud solutions and your IT environment, the CloudTAM is strategically positioned to offer insight into cloud best practices to enable optimal cloud storage efficiency and minimize risk to your environment.

Capabilities	Description
Strategic technology assessment	• Reviews customer objectives and business requirements • Aligns technology goals with cloud strategy and implementation roadmap • Identifies milestones and KPIs to measure success and refine technology approach
Account-based focus	• Provides single view into customer's NetApp cloud projects • Designated support service for technical questions, ideas, and issues • Coordinates communications between NetApp and customer • Provides access to NetApp specialists, tools, and resources
Upgrade advice and management	• Provides upgrade and component integration management • Champions and advocates product feedback and feature requests to improve NetApp cloud features and resiliency • Offers "voice of the customer" input to NetApp engineering teams
Technology guidance	• Accelerates customer adoption through guidance and engagement • Offers proactive best practice advice on cloud architecture and procedures, engaging with NetApp specialists for in-depth reviews • Leads regular meetings to help projects stay on track toward set milestones, answers questions, and resolves identified issues
Case management	• Provides end-to-end case management and issue resolution • Coordinates communication between NetApp and the customer about the customer's cloud environment • Leads NetApp support to drive fast mitigation of issues impacting critical workloads • Provides timely communication in a 24/7 global support environment • 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

Table 1) NetApp CloudTAM capabilities.

About NetApp Services

Whether you're planning your next-generation storage system on premises, need specialized know-how for a major storage deployment in multicloud, or want to optimize the operational efficiency of your hybrid infrastructure, NetApp Services and our certified partners have the expertise to assist you.

About NetApp

In a world full of generalists, NetApp is a specialist. We're focused on one thing, helping your business get the most out of your data. NetApp brings the enterprise-grade data services you rely on into the cloud, and the simple flexibility of cloud into the data center. Our industry-leading solutions work across diverse customer environments and the world's biggest public clouds.

As a cloud-led, data-centric software company, only NetApp can help build your unique data fabric, simplify and connect your cloud, and securely deliver the right data, services and applications to the right people—anytime, anywhere. www.netapp.com

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