Datasheet

NetApp Support Account Manager

Improve storage operations and speed issue resolution with the help of a personal support advocate

KEY BENEFITS

Reduce Disruptions
- Preempt issues by continually assessing the health of your storage environment and identifying and predicting potential risks.
- Minimize risk and enable greater storage efficiency with NetApp® best practices, tools, and resources.

Maximize Uptime and Speed Resolution
- Enable the highest levels of storage efficiency and availability with 24/7 oversight and review of your NetApp support activity.
- Engage technical resources to expedite issue resolution: up to 33% shorter time to resolution for P1 cases.[1]

Simplify Support
- Leverage the help of a knowledgeable support advocate to allow your IT staff to focus on expanding your company's capabilities and drive business success.
- Optimize storage system utilization, efficiency, and consistency with insightful storage best practices and upgrade advice.

The Challenge

The success of your business depends on how well your IT environment works for you. Resolving issues as they happen is not enough. To achieve maximum efficiency while minimizing risk, you need someone with a thorough understanding of your operations and goals: someone who can leverage years of knowledge and experience with NetApp technologies.

The Solution

Balance the reactive services provided by NetApp SupportEdge Premium or SupportEdge Secure for Government with personalized, proactive support from a NetApp Support Account Manager (SAM). With a deep knowledge of NetApp support processes and personnel and an in-depth understanding of your environment, a SAM helps you optimize your NetApp infrastructure and reduce risk when planning changes in your storage environment. With a SAM aligned to your business, you can reduce your operational costs and maximize the return on your storage infrastructure investments.

Reduce Disruptions

The Support Account Manager works directly with your team to develop deep knowledge of your NetApp environment, business goals, and service history. This knowledge, combined with regular assessment of the health of your storage environment, enables your SAM to identify, predict, and proactively address potential risks. Customers with a SAM report up to 57% fewer disruptions.[2]

The SAM also educates your IT team about the NetApp infrastructure best practices, tools, and resources needed to minimize risk and enable greater storage system efficiency. Because the SAM is an "insider" both in your company and in NetApp, your business objectives are well understood, and communication is streamlined.

Maximize Uptime and Speed Resolution

The Support Account Manager acts as a liaison with various NetApp groups and resources to assist in providing the highest level of risk management and support services. The SAM reviews and oversees all of your NetApp support activity and regularly advises your team on how to enable the highest levels of efficiency and availability in your NetApp storage environment. With 24/7 oversight, your SAM can quickly identify potential risks and engage the appropriate technical resources to expedite resolution, keeping you informed of progress every step of the way.

1. 2015 SAM Value Case Study.
2. Ibid.

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TASK	DESCRIPTION
Account management	• Conduct scheduled review meetings • Develop lifecycle management reports • Create account documentation
Proactive support	• Conduct overall health assessment • Apply NetApp best practices using: – Standard analysis, supportability profile, case trending, and risk reports – Direct lines of communication
Upgrade advice	• Assist with quarterly upgrade planning • Create NetApp upgrade plan using the My AutoSupport® tool and Upgrade Advisor • Identify upgrade needs for NetApp ONTAP® software and firmware revisions • Assist with execution of upgrades on NetApp controllers • Review standard analysis report
Education	• Provide NetApp Support process overview • Coordinate appropriate resources for product demonstrations • Review patch and enhancement releases • Assess new employees' NetApp skills • Demonstrate NetApp's online support tools, including My AutoSupport, knowledge base, and new web-based support offerings
Reactive support	• Provide end-to-end case and escalation management, including support for customer P1 processes and oversight of P2 to P4 case escalations • Conduct process postmortem • Perform root-cause analysis • Solve entitlement issues • Provide installed base management assistance • Resolve Support site access issues • Assist with special projects

Table 1) NetApp Support Account Manager tasks.

Simplify Support

A SAM takes the complexity out of supporting your storage infrastructure, enabling you to free up valuable resources needed to drive your business success. With deep knowledge of NetApp and your IT environment, the SAM is strategically positioned to offer insightful storage best practices and upgrade advice that enable optimal storage system utilization, efficiency, and consistency, while minimizing risk in your environment.

About NetApp Services

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

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