

SERVICES DATASHEET

# NetApp Cloud Technical Account Manager

A NetApp CloudTAM is a designated technical resource who provides personalized support to help you develop a cloud strategy and navigate your cloud journey.



## The challenge

You want peace of mind and a high level of technical expertise and support for your NetApp® cloud storage environment. But cloud environments are more complex than ever before, and unforeseen issues can occur during implementation. Large hyperscalers may have cloud expertise but lack specific knowledge of NetApp technology. A Cloud Technical Account Manager (CloudTAM) from NetApp can help you resolve these common challenges:

- Finding the right people with the skills to build and implement an effective cloud strategy
- Making the transition from cloud adoption to cloud usage
- Implementing a flexible consumption model that meets your specific business needs

## The solution

A NetApp CloudTAM is a seasoned cloud technical expert who can help you avoid cloud implementation issues and deliver peace of mind for your cloud journey.

### Accelerate time to value

With in-depth knowledge of your cloud environment and business objectives, a CloudTAM can shorten the time from defining a strategy to fully implementing the cloud, helping to deliver value faster from your cloud investment.

### Maximize uptime and speed resolution

The CloudTAM is a designated point of contact and a liaison between the customer and NetApp specialists, tools, and resources. Customers experience fewer problems, get issues resolved quickly, and operate more efficiently with fewer outages.

### Flexible support consumption model

The CloudTAM helps customers to buy storage based on their needs. The service is priced as a term-based resource with a flexible, simplified pricing model. Choose from 10%, 25%, 50%, or 100% coverage.

## Key benefits

### Accelerate time to value

- Develop and implement a cloud strategy and roadmap with a designated NetApp technical cloud resource.
- Minimize risk and enable greater storage efficiency with NetApp best practices, tools, and resources.

### Maximize uptime and speed resolution

- Leverage the help of a knowledgeable support advocate to allow your IT staff to focus on expanding your company's capabilities and driving business success
- A designated point of contact provides a bridge between you and NetApp specialists, tools, and resources for fast issue resolution.

### Flexible support consumption model

- Term-based CloudTAM with a simplified pricing model meets your specific cloud requirements.

## Simplify support

A CloudTAM takes the complexity out of building and implementing your cloud strategy. With deep knowledge of NetApp solutions and your IT environment, the CloudTAM is strategically positioned to offer insightful cloud best practices that enable optimal cloud storage with efficiency, while minimizing risk in your environment.

Capabilities	Description
<b>Cloud strategy</b>	<ul style="list-style-type: none"> <li>• Assesses customer objectives and business requirements</li> <li>• Develops cloud strategy and implementation roadmap</li> <li>• Identifies milestones and KPIs to measure success and refine strategy</li> </ul>
<b>Designated point of contact</b>	<ul style="list-style-type: none"> <li>• Provides single view into customer's NetApp cloud projects</li> <li>• Designated point of contact for technical questions, ideas, and issues</li> <li>• Coordinates communications between NetApp and customer</li> <li>• Access to NetApp specialists, tools, and resources</li> </ul>
<b>Upgrade advice</b>	<ul style="list-style-type: none"> <li>• Provides upgrade and component integration management</li> <li>• Champions and advocates driving 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>
<b>Education</b>	<ul style="list-style-type: none"> <li>• Accelerates customer adoption through education 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>
<b>Case management</b>	<ul style="list-style-type: none"> <li>• Provides end-to-end case management and issue resolution</li> <li>• Coordinates communication between NetApp and customer about 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 hyperscaler partners to drive efficient multiparty issue resolution</li> </ul>

Table 1) NetApp Cloud Technical Account Manager capabilities.

### 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](http://www.netapp.com)

