



A Kyndryl Company

# Platinum Support: Technical Account Manager

Skytap understands that business-critical systems require more than just occasional support. That's why our Platinum Support offering includes a Technical Account Manager (TAM). All Skytap TAMs have operational experience with multiple Operating Systems because we understand these systems are the foundation of your business applications.

Skytap TAMs are trained to leverage industry best practices for Operating Systems that can be virtualized and function within the cloud. Skytap TAMs are highly skilled, experienced advisors. They use their technical knowledge to assist and collaborate with your technical teams to know, maintain and improve your business applications.

Working hand in hand with you and your technical teams, your assigned Skytap TAM will review your systems and identify improvements and optimizations. They will also provide regular support reviews to identify trends and improvement areas.

Your Skytap TAM will provide training to assist you in implementing new Skytap features that may improve your application deployments in Skytap. Your Skytap TAM will also be your advocate should a complex problem arise and focus on collaborating with the appropriate teams to achieve the optimal solution.

## Skytap Technical Account Manager Responsibilities

- Works in partnership with you to understand your technical business needs and remove technical barriers for implementation
- Manages collaboration between Skytap teams including, but not limited to Skytap Engineering and Customer Success
- Advocates for your needs within Skytap
- Develops a technical roadmap that delivers on your business value expectations and improves your operational efficiency within Skytap
- Delivers periodic reviews of operational performance including, but not limited to support case reviews, trends, performance improvement analysis, and product education
- Provides operational best practices to help your team take full advantage of Skytap
- Advises on interoperability solutions with other vendors and third party solutions

Ready to learn more about Skytap Platinum Support and how a Skytap Technical Account Manager can benefit your organization?

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