



TECHNICAL ACCOUNT MANAGEMENT

BENEFITS

- Have direct, remote access to an experienced Poly Technical Support Engineer
- Use a proactive, personalized support program providing a consultative business relationship with Poly
- Grow, manage, and optimize your Poly investment
- Achieve your desired business outcomes
- Maximize ROI by increasing successful enterprise-wide user adoption of collaboration solutions
- Reduce risk and impact of changes throughout the Poly solution life cycle

Technical Account Management is a proactive, personalized support program developed for enterprise accounts that need a consultative relationship with Poly. Your assigned Technical Account Manager (TAM) helps you grow, manage, and optimize your Poly investment as well as achieve your desired business outcomes. The Poly technical account management team understands your unified communications and collaboration (UC&C) environment. Poly will build a long-term business relationship with you by providing technical consulting and insights that help your business and bottom line.

TECHNICAL ACCOUNT MANAGEMENT INCLUDES:

- A customer advocate
- Program reviews
- New software releases information
- Reporting on key performance metrics

Technical Account Management is a global value-added service option, only available to customers that maintain an active Poly support agreement on their entire Poly infrastructure solution.

CONTACT YOUR AUTHORIZED POLY PARTNER FOR MORE DETAILS.