



BLUECAT
NETWORKS

Technical Account Manager (TAM) Program

Enterprises today are faced with increasingly complex IP environments that often require specialized expertise to keep them running 24/7/365. While BlueCat Networks' Proteus and Adonis platforms provide a complete IPAM infrastructure for your enterprise, a Technical Account Manager (TAM) enables you to tap into a deep resource pool of experience and knowledge. A TAM is your personal partner.

The TAM Difference – Keep Your Business Ahead of the Curve

The TAM is your designated highly skilled technical manager, providing you with enhanced support services and proactive account management customized to meet your organization's end-to-end business objectives. Your TAM will help you prepare for network upgrades and strive to stay ahead of possible outages, giving you the comfort and confidence you need when implementing enterprise-wide changes. Your TAM will maximize the uptime of your IPAM infrastructure.

Proven Expertise – The Right Skills at the Right Time

TAMs average nearly a decade of IPAM/DNS/DHCP industry experience and have multiple technical certifications and extensive training on BlueCat Networks' solutions. As a result, you can take advantage of the knowledge and experience they've gathered working with a large number of enterprise customers.

Program Features – Business Continuity

Your TAM is like an extension of your team, providing immediate value to your organization by:

- Serving as your designated point of contact for in-depth technical expertise.
- Delivering rapid problem resolution to maximize system availability and providing efficient system operations.
- Championing your interests within Product Management to ensure that your unique needs are continually represented.

- Keeping your team at the forefront of BlueCat Networks' technology and best practices for optimum efficiency.
- Planning and supporting upgrades and major changes, including scheduled assistance for activities taking place after-hours.
- Visiting you onsite annually for an infrastructure and program review.
- Maintaining a detailed history of all interactions and activities to ensure full traceability and auditing.
- Providing you with weekly status reports, or as required.

TAM Availability – Peace of Mind

- Direct TAM access, Monday-Friday, 9am – 6pm ET (you can designate up to two contacts on your end to engage with your TAM).
- After-hours access to your TAM can be scheduled in advance. However, in the event of an after-hours emergency, you will be directed to the TAM on-call. Where possible, the TAM on-call will coordinate his/her efforts with your specific TAM.

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Note

Your TAM does not provide services traditionally available from our Professional Services organization. These services include: training, data transformation/migration, new system implementation and/or design. However, if asked, the TAM will coordinate with your BlueCat Networks Sales Account Director to ensure that system design and integration services are readily available as needed.

To request a more detailed discussion and presentation regarding these services, please reach out to:

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