Remote Technical Account Manager Enhanced Support

Keep Your Data Center Up and Running with Dedicated Remote Technical Support

Infrastructure Management & Monitoring for Business-Critical Continuity™

Remote TAM offers an economical solution to enhanced technical support with a dedicated SME providing response to each inquiry within two hours.

Key Benefits

- Faster time-to-resolution with a dedicated SME familiar with your technical environment, immediate escalation to your designated resource and twohour response time.
- Reduced downtime with proactive technical bulletins and mentoring providing tips and techniques to optimize data center operations.
- Enhanced data center and application performance with an annual site visit and technology checkup.



A key to keeping today's complex data centers running at peak performance is the immediate availability of high-skilled support. The Avocent® Remote Technical Account Manager (TAM) enhanced support is designed to help you rapidly solve problems and optimize your data center operations with advanced technical support, response and follow-up.

Providing access to a dedicated subject matter expert (SME) who is familiar with your environment and history, Remote TAM shortens the time-to-resolution for issues related to Avocent solutions. At the same time, Remote TAM offers an economical alternative to onsite support while providing equivalent levels of response and knowledge.

Remote TAM includes:

- Priority support with every inquiry immediately escalated to your dedicated SME. As an upgrade to the base support plan, Remote TAM lets you bypass the standard technical support queue for faster response to your inquiry.
- Two-hour response time goal to ensure rapid answers to your issues. You will also receive daily status updates for open cases.
- Sophisticated tools for remote analysis and response, which provide industry-leading remote access security.
- Proactive mentoring and technical bulletins which offer useful information about processes, workarounds and updates related to your specific data center environment to help you avoid problems and fine-tune your operations. Pre-scheduled technical consultation is also available.
- An annual site visit and technology checkup to review your specific environment and recommend best-practice procedures to eliminate potential problems, enhance solution performance and increase user efficiency.





Choose the Remote TAM Plan that Best Fits Your Support Needs

Avocent offers a variety of Remote TAM support plans to suit your data center requirements. Remote TAM enhanced support may be procured for temporary post-deployment access, as well as in annual or multi-year increments in conjunction with base software and hardware support plans.

Order Number	Remote TAM Plans
SCNT-RTAM-30DAY	30 days post-installation
SCNT-RTAM-100	Annual up to 100 racks or 500 connected devices
SCNT-RTAM-200	Annual for 100 to 1000 racks or 500 to 5000 connected devices
SCNT-RTAM-2Y-100	2-year for up to 100 racks or 500 connected devices
SCNT-RTAM-2Y-100	2-year for 100 to 1000 racks or 500 to 5000 connected devices
SCNT-RTAM-3Y-100	3-year for up to 100 racks or 500 connected devices
SCNT-RTAM-3Y-200	3-year for 100 to 1000 racks or 500 to 5000 connected devices

Once you have ordered your Remote TAM plan, you will receive a certificate with TAM access information for two designated technical peers. Designated contacts can call or email their dedicated SME anytime during normal business hours, Monday through Friday.

For more information and to order Remote TAM, please contact your local Avocent representative or visit us at www. avocent.com/services.