

Proactive support services Technical Account Management

Receive the support you need to improve your operational efficiency

Dimension Data's Technical Account Management Service provides a dedicated or assigned senior engineer who understands your operational environment and the technology being supported.

Business Outcomes

- Prevention of issues with proactive planning and remediation
- Improved operational efficiency
- Improved asset planning process
- Enhanced overall service performance

'Organisations need to deliver IT more efficiently: Leveraging external partners coupled with new automation technologies can help drive efficiencies in IT operations as well as align IT and business objectives more effectively.'

Using Automation to Drive Transformation, IDC Infobrief, sponsored by Dimension Data, August 2016

Challenges

There is a big difference between knowledge around a specific technology and associated assets, and an understanding of how that technology is implemented in your unique operational environment. Having a Dimension Data technical account manager with an in-depth understanding of your business can make a big difference – in uptime and productivity.

Solution

The technical account manager understands your operations, tracks your support needs, monitors your service requests, troubleshoots issues, and identifies opportunities that improve infrastructure availability.

How the Service works

Deep knowledge of your technology and operational environment

The remote technical account manager, assigned to your account, will have advanced skills in the technologies associated with your assets and understands how they are deployed. This will allow for in-scope activities to be completed quickly while providing you with exceptional technical value. It provides a level of intimacy which can improve mean time to repair, reduce downtime, and provide the support you need to extract maximum value from your covered assets. An onsite technical account manager, if needed, is also available in some geographies.

Incident and problem escalation management and support

Your technical account manager is your primary technical contact for service incidents and escalations. The technical resource assigned to you will work with your team to gather the required information to better understand your operational environment and how the assets being supported are deployed. This knowledge enables us to deliver better business outcomes for you.

Monthly technical reviews

Your assigned or dedicated technical account manager will conduct monthly service reviews which include:

- incident reviews
- problem and root cause reviews
- recommendations around configurations, software patches, and architecture

Change impact analysis

Your technical account manager will evaluate normal, urgent, and emergency changes for their impact on covered assets and make a recommendation regarding the approval of those changes. Recommendations include:

- impacts on existing infrastructure
- impacts on services that run on the network
- effects of not implementing the change

Availability and Capacity Monitoring

With a technical account manager, you also gain the benefits of our Availability and Capacity Monitoring Service. Availability and Capacity Monitoring actively monitors assets for swift issue resolution and delivers the advanced notification needed to prevent availability and performance degradation. The Service provides insight to support better decisions, tightly manage capacity, and more carefully plan upgrades. We give you access to reports, data, analysis, and metrics to support you in delivering higher availability and performance to your customers, while reducing your support cost.

The Service includes:

- active polling and proactive asset monitoring on a real-time basis
- tailored monitoring against defined capacity thresholds
- management and recording of availability and capacity related events
- availability testing of redundancy mechanisms at predetermined intervals
- access to the Managed Centre Portal for near real-time reporting and data analysis
- notification within 15 minutes of events that could affect performance and availability

Proactive Problem Support

The technical account manager regularly reviews service incidents and identifies the sources of potential future downtime. When a chronic incident pattern is identified, we create a problem ticket and work with your team to determine if there is an underlying problem. When we have identified and validated the chronic condition, we perform a root cause analysis and review it with you. The appropriate actions are then undertaken by our technical and operations teams to prevent incidents from recurring. If these actions require specific project work, this will be discussed with you in advance.

The core elements of this Service, together with our commitment to providing you with proactive and permanent solutions to these incidents, prevent incidents from occurring and recurring, and identify issues before a failure occurs.

Additional Proactive support services

Technical Account Management, Proactive Problem Support, and Availability and Capacity Monitoring are members of our Proactive support services portfolio. Our Proactive support services accelerate IT optimisation and ensure that your technology is delivering all that it can. Additional Proactive support services you may wish to consider include:

Annual Version Updates helps you standardise on vendor updates for infrastructure under contract with us.

Asset Tracking and Analytics discovers your asset data and transforms it into actionable information to help you make informed infrastructure decisions.

Configuration Archive uses automated mechanisms to backup and store the last two configurations on the assets covered.

Third Party Incident Coordination delivers end-to-end incident management support for service incidents involving other providers, on your behalf.

MACD Support fulfils standard move, add, change, and delete requests, relieving your team of these routine functions.

IT Service Integration integrates your existing service management system with ours to automatically exchange task information.

Service Delivery Assurance assigns a client delivery executive to act as your advocate and help provide governance across service entitlements, processes, and assets.

Extends your existing security design standards into our cloud

You can extend your existing security design standards into Dimension Data cloud environments and reproduce the security perimeter environment you have in place for your data centre. Firewall rule features allow you to configure complex, multi-zone designs to protect network flows between IT solution components.

Improves operational efficiency and simplifies security management

Consolidating multiple security functions into a single, integrated solution saves your team time and simplifies overall security management. A unified management console enables consistent, centralised management and administration of policies and provides visibility into your environment to monitor, analyse, and report activity.

Dimension Data Advantage

Our Technical Account Management Service provides you with exceptional hands-on, technical expertise to ensure your operations run smoothly, efficiently, and productively. With a rich knowledge and understanding of your IT assets, your technical account manager will reduce downtime, improve asset functionality, drive change, and support innovation. Gain a maximum return on future IT investments, a reduced total cost of ownership, improved service performance, and a reduction in both volume of incidents and time taken to resolve them, with the support of a Dimension Data technical account manager. Your technical account manager will leverage their depth of knowledge of your IT environment, Availability and Capacity Monitoring, and Proactive Problem Support Services to:

- Help you prevent issues before they arise with proactive planning and technical reviews.
- Enhance your IT resources and improve efficiencies in your operational execution.
- Prevent unnecessary downtime.
- Achieve our mutual goals in cutting costs and freeing your IT staff time to support other critical business needs.

Our portfolio of Proactive support services improves operational efficiency by automating and integrating processes, leveraging analytics to improve your decision making, and simplifying operational complexity across technologies and vendors. We can proactively handle many of your standard IT processes freeing up valuable staff and management time to devote to innovation.