



Technical Account Management

Protect and Improve Your Network with Technical Account Management

Maintaining today's complex networking environment requires fast access to the right resources and expertise. With the Technical Account Management Add-On Package, an F5 Technical Account Manager (TAM) responds to all case needs to ensure a quick response and timely resolution that aligns with your organization's unique requirements.

In addition to helping resolve immediate issues, your TAM provides proactive services, such as regular status and quarterly review meetings, to help your organization improve operations and plan for future network needs.

Key benefits

Accelerate resolution of issues

Receive high-priority status when you submit a case for quicker resolution. A dedicated phone line and email notification to your TAM ensures your request goes to the front of the queue.

Increase ROI

Benefit from your TAM's knowledge of both your organization's goals and F5 technology to provide support that moves your business forward.

Mitigate risk

Address potential issues upfront. Your TAM will help you identify possible problems and offer recommendations for avoidance.

Improve your IT infrastructure

Use quarterly reviews to discuss current network performance, opportunities for improvement, and upcoming F5 technologies.

Daily Support Features

With the Technical Account Management Add-On Package, you can be confident that your issues are being addressed and resolved as quickly as possible and in the best way for your organization.

Focused account management

Through onsite visits to meet your team and see the data center, knowledge transfer sessions, and regular review calls, your TAM becomes familiar with your network, critical applications, and IT direction. When you need assistance, your TAM can quickly locate and coordinate the appropriate F5 technical resources to handle your case. By working closely with you, or a designated contact within your organization, your TAM can expedite resolutions that are in alignment with your IT and business goals.

Dedicated phone line

You receive a separate, dedicated phone number to call to submit cases for priority access to F5 technical resources.

Priority case management

If you have a Severity 1 (site down) issue, your TAM will conduct calls for your case as needed until the issue is resolved.

Coverage for scheduled events

For scheduled events within your network and data center, your TAM will arrange to have support resources available.

High visibility

Whenever you open a support case, all F5 TAMs and Support Managers receive email notification. This ensures that your case has a high profile and high-priority status within F5 Support.

More insight for faster resolution

You have the option to provide reference documents, such as your organization's network architecture, infrastructure, or topology, for your TAM and support engineers to use to more quickly solve issues. Any documents you provide will be kept confidential and accessed only by the TAM and support engineers involved in your cases.

Proactive Support Features

In addition to addressing your immediate needs, your TAM works to ensure the F5 solutions implemented in your environment will ease ongoing operations and help your organization prepare for future network needs.

Initial onsite visit

When you subscribe to the Technical Account Management package, a TAM will visit your data center, meet key staff, and work to gain a deep understanding of your critical F5 technical support needs.

Ongoing support reviews

As your point of contact at F5, your TAM meets regularly with you and with F5 Support staff to review your cases and determine how best to support your F5 environment and business objectives.

During open case review calls, you have an opportunity to discuss open cases with your TAM to ensure your cases are moving toward resolution. Your TAM will also meet with F5 Support staff to evaluate potential issues to which your network might be susceptible and determine mitigating steps.

In addition, your TAM will conduct a product lifecycle assessment for hardware and software at its end-of-life or end-of-sales cycles. During these calls, your TAM will discuss the potential impact of major lifecycle events on your business.

Quarterly reviews

During quarterly reviews, your TAM will examine your case history using criteria that you specify, analyze trends, and assess critical key performance indicators.

If you have initiated any Return Materials Authorization (RMA) requests, your TAM will provide an analysis of patterns and trends. This analysis can help identify systemic problems in your environment or issues with F5 hardware, resolve the problems, and decrease the number of RMA events for a more reliable network.

To prepare for upcoming events, your TAM will review plans for migrations, upgrades, and new product installations to ensure successful transitions. Your TAM will also discuss the latest F5 product information so you can be aware of future technology opportunities for your business. Presentations from F5 Product Management representatives can also be arranged.

Importantly, the quarterly reviews provide an opportunity to discuss your satisfaction with F5 Support and identify ways to continue to improve your service.

More Information

To learn more about the Technical Account Management Add-On Package, contact consulting@F5.com.

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