

CatalystCare™ Technical Account Manager (TAM)

Significance

The importance of Critical Systems maintenance and support continues to grow. System downtime has far-reaching human consequences, and interoperability between disparate technologies is crucial to delivering safe first responder and citizen interactions. Public Safety customers are faced with challenging questions regarding the resiliency of their Mission-Critical infrastructure, and are continually mandated, compelled, and legislated to maximize 24x7x365 uptime.

In response to this evolving technical climate, CatalystCare provides a Technical Account Manager (TAM), a single point-of-contact for Catalyst Customers that provides critical resources for change management, new project design, and the proactive management of ongoing support issues.

Value Proposition

The CatalystCare TAM will gather and assess agency pain points at the business, operational, and technical level, and translate those pain points into high-level requirements. The TAM will provide recommendations for system design changes, including new features and functionality that will enhance the agency's current system.

The TAM will also perform a System Optimization Review (SOAR) to make informed account recommendations on an at least annual basis. The SOAR will include an assessment of supported technologies, software release levels, hardware resource allocations, and network health. A SOAR report will be provided to the agency for review.



TAM Responsibilities

Strategic Account Engagement

Develop knowledge of agency's infrastructure, procedures, and team. As a result, the TAM will be aware of any planned projects or support issues. This single point of contact process develops an overarching support strategy that matches the agency's needs with CatalystCare's TAM support capabilities.

Priority Issue Management

Act as the customer liaison for priority support issues and/or concerns. Oversee support tickets, open issues, critical cases, or any upcoming changes in capacity or service needs. Responsible for working across functions with the customer, support, and CatalystCare to galvanize account management efforts. Escalate with management team as necessary and keep the agency informed at all times.

Technical Support Analysis and Review

The TAM will conduct high-level analysis and review of Catalyst-provided technical support, and report findings to the customer as needed. This analysis includes assessing the operational impact and trends of service issues and bugs as well as CatalystCare's performance in resolving documented service requests. This review will be shared with the agency to develop best practices and improved operational communication and planning.

Software Assurance Planning

The TAM will support the agency through maintenance and upgrade planning. They are not responsible for the direct execution of planned work, but they will coordinate with our Software Management group and with the Agency to review best practices, determine timing, and ensure everyone is prepared from a hardware, software, and resource perspective.

Catalyst Communications Technologies
107 Vista Centre Drive
Forest, VA 24551
Phone: 1 (434) 582-6146
Support: info@catcomtec.com
www.catcomtec.com

