Technical Account Manager (TAM)

Proactive. Valuable. Efficient

Investing in a Technical Account Manager ensures you have a dedicated expert to streamline technical operations, enhancing efficiency and productivity. Their deep understanding of your technical needs allows for proactive problem-solving, minimizing downtime and optimizing system performance. With their specialized knowledge, your Technical Account Manager can proactively solve problems before they arise, driving cost reduction and time savings.

Single Point of Contact

Experience seamless support at Ross with a single point of contact for technical escalation and issue management. Enjoy personalized advocacy as your representative champions your needs with our product teams directly. Simplify your support experience with direct, reliable communication.

Above and beyond the RossCare Extended Coverage benefits, a Technical Account Manager will also:
- Schedule remote meetings with group representatives
- Track and discuss progress on current Tech Support tickets, assist with escalation when necessary.
- Answer questions about upcoming projects and provide compatibility information for changes in equipment or workflow as required.
- Additional meetings during times of need: election/large event coverage, after a major technical issue, integration of new product or software, on-site visits on request (*travel and expenses billed separately*).

Upgrade Hassle Free

Limit costly production downtime with expedited service when upgrading your software. Coupled with RossCare Extended Coverage, always have access to the newest software releases and have support available throughout the upgrade process.

- Provide software release notes
- Discuss known issues and latest bug fixes as applicable
- Create and disseminate DIW's to create product and version inventory within associated accounts.
- Schedule group wide upgrades and post upgrade support as necessary.

Large Project Efficiencies

Work alongside Ross Project Managers on large projects.

- Track issues and join meetings as applicable for proactively resolving technical issues.
- Ensure smooth hand off from Project Management to Tech Support at the end of a project, ensuring that any lingering issues are addressed in a timely manner.

ROSS