sysaid

SYSAID CUSTOMER CARE

Technical Account Manager

A dedicated SysAid technical expert by your side

2027

Introduction

At SysAid, we recognize the importance of **building strong partnerships** with our clients and ensuring their success. To enhance the **customer experience and provide personalized support**, we are delighted to introduce our dedicated **Technical Account Manager** offering. With a SysAid technical expert by your side, you can expect **unparalleled assistance, proactive guidance, and streamlined communication** throughout our partnership.

The benefits of a dedicated Technical Account Manager

Single point of contact

You will have a dedicated agent who will be your primary point of contact, ensuring seamless communication and efficient handling of all technical matters.

In-depth understanding

Your Technical Account Manager will have a deep understanding of your business, objectives, and technical requirements, and collaborate with you to provide tailored solutions and recommendations, enhancing your SysAid experience.

Proactive support

Your Technical Account Manager will proactively monitor and identify potential issues, providing proactive recommendations and guidance to prevent disruptions and optimize performance.

Strategic planning

Your Technical Account Manager will develop a long-term technical roadmap aligned with your business goals, ensuring that your technology solutions evolve alongside your needs.

Escalation management

In the event of critical incidents or challenges, your Technical Account Manager will take immediate action, coordinating SysAid resources and managing escalations to resolve issues swiftly and with minimum impact.

Solution optimization

Through regular assessments and feedback, your Technical Account Manager will continuously identify opportunities for process improvement, solution optimization, and cost savings, in addition to offering guidance, best practices, and training to maximize your ROI.

© 2027 SysAid

What you get

The value your dedicated Technical Account Manager delivers, from the first discovery session onward.

VALUE	DESCRIPTION
Discovery and onboarding	Our Technical Account Manager will conduct an in-depth discovery session to understand your organization, technical landscape, and specific requirements. This will facilitate a smooth onboarding process and establish a strong foundation for our partnership.
Direct access to a senior engineer	Direct access to a dedicated, highly-trained Senior Engineer ensures high-quality coverage for all issues.
Faster resolution & escalation path	We reserve a daily remote session slot and provide dedicated communication channels to resolve issues more quickly.
Proactive incident management	Ownership and management from reporting to the resolution, supported by the Global SysAid Customer Care Team.
Reviews and communications	Weekly check-in to review support cases (open/closed/escalated).
Customer advocacy	Collaborates internally with various SysAid teams to advocate and prioritize for the customer technical needs.
Feature & defect champion	Evaluate enhancement improvement requests and escalating defect fixes as necessary.

HOW YOUR TICKETS ARE HANDLED

All tickets will be **handled directly** by the Dedicated Technical Account Manager.

Tickets will be **excluded from AI (SysAid Copilot) answers** and will get directly to the Technical Account Manager.

Whenever the Technical Account Manager is unavailable due to Vacations/Sickness, **all tickets will be automatically routed directly to the Senior Customer Care Team**.

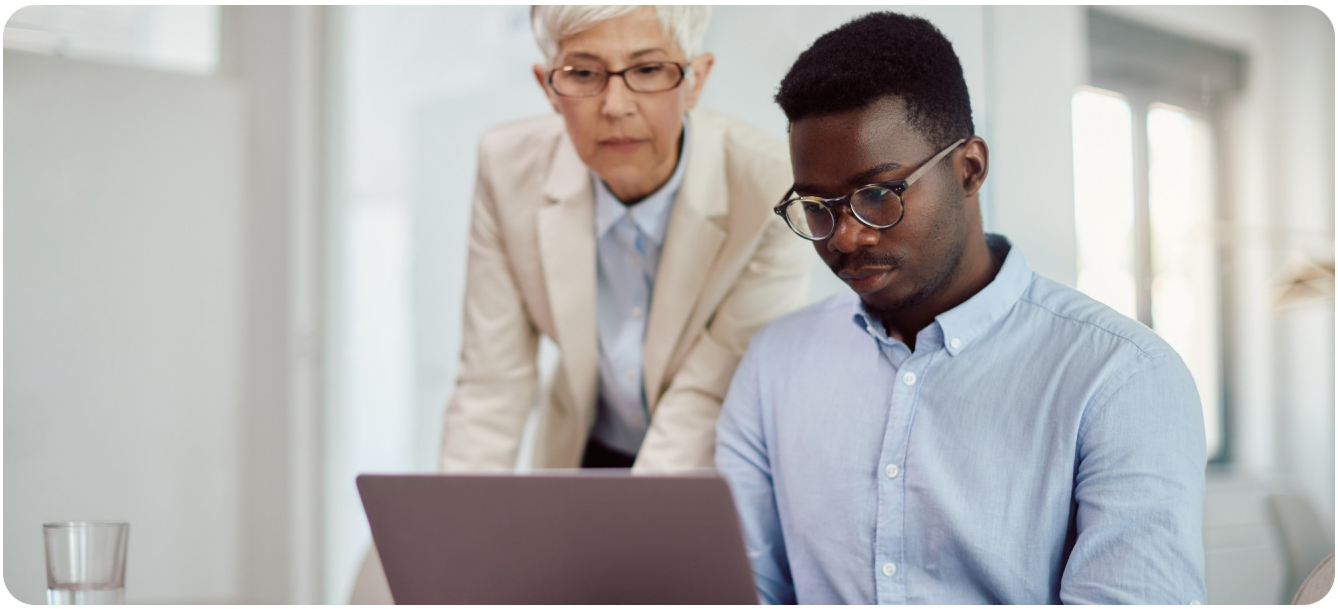
© 2027 SysAid

Exclusions

TAM Services do not include services that are generally provided as SysAid professional services, such as but not limited to implementation services, configuration services, integration services, custom software/professional services development, modifications to the software, and training or assistance with administrative functions.

The TAM Engineer will be available five days a week (Monday through Friday), for a maximum of 8 hours/day. During non-business hours, SysAid Customer Care must be contacted via chat or email for Priority 1 issues. TAM Engineer will be notified of the situation, and the customer will be routed to a Senior Technical Support engineer.

When applicable, this Technical Account Manager and related services are governed by the terms and conditions for the cloud, which were signed between the parties.



sysaid

SysAid Customer Care is here to help.

Helpdesk@sysaid.com

www.sysaid.com/support

© 2027 SysAid