

DATASHEET

BloxCare Technical Account Manager (TAM)

Maximize the value from your Infoblox investment with TAM

Get personalized care, accelerate resolutions, and optimize resources and solutions with the Infoblox TAM Service.

A Proactive, Infoblox Specialist for “All Things Infoblox”

The Infoblox Technical Account Manager (TAM) service provides a proactive advocate with expert knowledge in Infoblox solutions. The TAM is an experienced support engineer and a single point of contact backed by Infoblox Global Support Center (GSC) for all things Infoblox and is available via email and phone.

The Infoblox TAM provides solutions planning, deployment best practices and operational insights in your daily use of Infoblox solutions. TAMs offer proactive management with a focus on risk mitigation in critical business operations.

KEY FEATURES

- **Single Point of Contact:** Available in the local business hours, backed by Infoblox Global Support Centers
- **Customer Knowledge:** Familiarity with and about customer environments, deployed solutions, business objectives, and strategic goals
- **Customer Advocacy:** Influence and lead with what is best for the customer installed Infoblox Solution
- **Accelerated Resolutions:** Increased priority, proactively follows-up on cases to accelerate resolution, working directly with subject matter experts
- **Operational Optimizations:** Share best practices with operational recommendations and improvements to maximize value from customers' Infoblox investments
- **Upgrade Support:** Coordinate access to resources, best practices, product updates, known issues and resolutions and recommended upgrades
- **Onsite Visits:** available for onsite visits in select offerings
- **Reviews and Communications:** Conducts and co-ordinates communications, reviews and access between the organizations to achieve mutually agreed business objectives
- **Trend Analysis and Reporting:** Provide reporting and analysis on agreed KPIs, and case management

BENEFITS

Peace of Mind

Streamlined support experience delivered with ownership and accountability

Optimal Business Outcomes

Keep your Infoblox solution running smoothly with minimal downtime

Save Time

Reduce time and effort on incident creation, follow-ups, and escalations

Minimized Risk

Effective planning resulting in faster upgrades and reduced downtime while upgrading

Increased Customer Satisfaction

Operational efficiencies with reliable services that scale

Fast Track Access to Subject Matter Experts (SMEs)

Besides their knowledge of Infoblox products, customer environments, and solution architectures, the Infoblox TAMs bring another distinctive advantage – they have access to internal subject matter experts – to speed up resolutions as well as to influence prioritization of feature requests.

TAM Service Offerings At-a-Glance

TAM Standard – good for enterprises that strive for efficient operations with minimal downtime and optimal use of Infoblox products.

TAM Plus – better for enterprises that have complex use cases and view Infoblox as a partner in their business growth.

TAM Advanced – best for global enterprises and service providers that offer mission-critical services to consumers and businesses.

Benefits/Value	TAM Standard	TAM Plus	TAM Advanced
TAM Assignment	Primary Contact	Designated Contact	Dedicated Contact
Customer Environment and Solution awareness Specialized knowledge about your network implementation and evolution path with Infoblox	✓	✓	✓
Proactive Incident and Escalation Management Ownership and management from reporting to the resolution supported by the Global Support Center (GSC)	✓	✓	✓
Health Reports and Operational Recommendations Monitoring and operational recommendations for the Infoblox solution to ensure optimal performance based on established thresholds etc	✓	✓	✓
Upgrade Assistance Recommendations on relevant upgrades with customizable Method of Procedure (MOP)	MOP Template	Customized step by step MOP	Customized step by step MOP
Reviews and Communications Periodic check-in to review support cases (open/closed/escalated), valid/invalid cases, overall case management, multiple items (CSAT Surveys, Certifications, and other agreed parameters)	Monthly	Weekly	Weekly
Analytics and Business Review Reporting on support cases, defects, CVE, hotfixes, RMA's, training, hardware/software lifecycle, or other upcoming events/action items for the quarter	Bi-Annual	Bi-Annual	Quarterly
Customer Advocacy Internal advocate for the customer within Infoblox	✓	✓	✓

	TAM Standard	TAM Plus	TAM Advanced
Tactical & Strategic Infoblox Solutions Guidance Active engagement with new Infoblox solutions, updates, upgrades, and new products for operational efficiencies		✓	✓
Concept Verification for A Proof-of-Concept (POC) Coordinated ongoing support from all groups within Infoblox for trials and POCs		✓	✓
Proactive Technical Reviews, Best Practices Sharing, and Knowledge Transfer Customized recommendations and best practices based on customer environment, newly planned features		✓	✓
Customer Specific Feature Enhancements & Bug Champion Gather requirements for enhancement improvement requests, generate Request for Enhancement (RFE) and advocate the need within Infoblox		✓	✓
Annual Architect Review Board (ARB) Review Yearly review and recommendations based on ARB findings			✓
Quarterly 1:1 with TAM Director Quarterly meeting to solicit feedback			✓
Quarterly Analytics and Business Review Business review of customer data on cases, defects, CVE, hotfixes, hardware software lifecycle, upcoming events, and other action items for the quarter		Bi-Annual	Quarterly Onsite
Onsite Visit Visit customer site to deliver QBR and any other additional functions as agreed to in advance		Bi-Annual (requires T&E)	Quarterly



Infoblox is leading the way to next-level DDI with its Secure Cloud-Managed Network Services. Infoblox brings next-level security, reliability and automation to cloud and hybrid systems, setting customers on a path to a single pane of glass for network management. Infoblox is a recognized leader with 50 percent market share comprised of 8,000 customers, including 350 of the Fortune 500.

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