



# NVIDIA TECHNICAL ACCOUNT MANAGER

## Your Partner for Success

Many Enterprise IT teams are leveraging Technical Account Manager (TAM) Services to maximize the return on investment of their NVIDIA data center solutions and to meet their strategic objectives. TAM Services are available in two versions:

- > A standard TAM supports and manages a single NVIDIA product family\*
- > A premium TAM (PTAM) supports DGX SuperPOD and NVIDIA Cloud Partners (NCP)

A TAM/PTAM is an NVIDIA service relationship manager who understands a customer's business and works remotely to personally collaborate with staff and management. A TAM/PTAM also partners with an NVIDIA Designated Engineer, an elite technical resource, to resolve a customer's complex issues.

As an advocate for customer needs, a TAM/PTAM:

- > Drives efficiency with overall program management and orchestration of all cases by priority.
- > Eliminates roadblocks by ensuring that customer cases flow through the appropriate channels, efficiently and effectively, including interfacing with engineering teams.
- > Engages directly during calls with vendors, NVIDIA, or other third parties and fosters continued business relationships, with a customer's current and future interests in mind.
- > Ensures proactive and proper planning by holding regular sessions to review cases and issues, and discusses upcoming maintenance updates and new releases.

### What are the benefits of TAM/PTAM Services?

- > Manages and escalates cases, if required, of covered products
- > Prioritizes the watchlist to ensure all NVIDIA enterprise cases filed by the customer have a faster escalation path
- > Develops a joint support plan for the covered products
- > Performs quarterly system health checks (if applicable)
- > Participates in calls, initiated by the customer, with third party vendors to detect or isolate root cause issues related to the covered products
- > Holds quarterly performance reviews

### Who can buy TAM/PTAM Services?

- > At NVIDIA's discretion, any enterprise customer can purchase TAM/PTAM Services through our standard NPN Channels.
- > An active NVIDIA Enterprise Support Services contract is a prerequisite for any TAM/PTAM Services.

To learn more, contact [enterpriseservices@nvidia.com](mailto:enterpriseservices@nvidia.com)

\*Each of the following is considered a product family: NVIDIA AI Enterprise, NVIDIA Omniverse Enterprise, NVIDIA DGX Systems, NVIDIA networking switches, and vGPU software