



QUMAS Technical Account Management (TAM)

Overview

The QUMAS Technical Account Management (TAM) program provides for the implementation and ongoing support of solutions for QUMAS enterprise level clients. When you sign up to the TAM program, a primary TAM representative is assigned to take dedicated ownership of the successful implementation of your QUMAS Solutions and of the critical, ongoing support of the installed solutions. Your TAM will come to learn your technical and operational environment in detail, and will be responsible for Program Management and/or Architectural and Technical Guidance. TAMs report into the QUMAS Professional Services division, ensuring that necessary resources are close at hand.

Who is your TAM?

All TAMs possess combined product knowledge, real-world experience, and a client-focus which will help you deliver the most advanced and responsive solution support to your end-users and stakeholders. All TAMs bring, at a minimum, the following experience and education:

- 5 years relevant experience with a minimum of 1 year experience in QUMAS Solution Implementation
- Exceptional organizational and presentation skills, both verbal and written
- Excellent data analysis skills to identify trends and recommend solutions to Clients

- Knowledge and experience with QUMAS DocCompliance, QUMAS ProcessCompliance and related Third Party Applications

Responsibilities:

The TAM should be considered an extension of your internal team. They are your advocate for resolving issues, for escalating services needs and product enhancement requests. They are there to make your project successful, especially during critical times like final testing and production deployment.

Your TAM will:

- Build and maintain exceptionally strong relationships with your team and add value through an appreciation and quantitative understanding of your goals
- Monitor and Escalate technical service requests as required
- Assist in the onsite troubleshooting of issues
- Provide details and answer questions regarding new product releases
- Act as a direct liaison to product development and technical support experts
- Communicate with application vendors on your behalf
- Provide a conduit for networking and sharing best practices with other customers
- Assess your business objectives in order to understand key drivers and metrics, gather technical requirements and translate into documented solutions

- Provide overall responsibility for technical project implementations and managing internal resources for the duration of a given project
- Work directly with you to manage the technical configuration of systems and reports to meet your business needs and provide ongoing support
- Perform ongoing analytical reviews of your existing solutions and on-going/evolving requirements to identify areas to increase solution value, and to ensure that you are leveraging our solution (and your investment) to its maximum.
- Effectively manage the escalation process of your Severity 1 and 2 issues, owning all customer care issues, driving quick resolution

Note – Although the TAM will be responsible for monitoring, escalating (when needed) and reporting on the status of support calls; the customer is still responsible for logging support calls per the proper support channels.

Standard TAM Deliverables include (at the customers request):

- Strategic Success Planning
- Architectural Documentation
- Technical Design Documentation
- Localized Environmental Configuration and Operations Manuals
- Deployment Planning
- ROI Analysis



- Product Roadmap Workshops
- Technical Issues Reporting and Management
- Regular Status Reporting

Customer Benefits:

Under the TAM Program, you will benefit from consistent and valuable direction for critical decisions by leveraging your TAM's implementation experience and product knowledge. Leveraging the TAM Program for strategic support as part of your team will help you to avoid common integration pitfalls. Your TAM can detail the best practices and work with you for on-the-job mentoring and coaching. The TAM representative possesses comprehensive knowledge about the products and services being implemented and combined with our TAM Resource Pool can help you to increase implementation effectiveness. Your TAM offers onsite support to help mitigate risk and resolve issues quickly and effectively, resulting in a better return on investment and a lower total cost of ownership.

About QUMAS

QUMAS is the leader in Enterprise Compliance Management with more than 250 customer deployments and over a decade of experience helping companies in highly regulated industries provide a proactive regulatory defense. QUMAS solutions for life sciences are designed to achieve compliance with industry and government standards for 21 CFR Part 11, cGxP, Quality, R&D, Regulatory Affairs and Clinical Operations. QUMAS is successfully enabling global life science organizations to proactively manage regulated content and processes thereby reducing costs and improving quality.

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