

Infinidat Technical Advisor

Your Infinidat TA will make sure our solution is delivering value for you every step of the way! Every Infinidat solution includes the services of an assigned Infinidat Technical Advisor (TA) at NO additional cost. We believe that the best way to invest in your success is to ensure you get the absolute best support and service throughout the lifecycle of your system - from installation to configuration and operation – including all updates and upgrades.



INFINIDAT TECHNICAL ADVISOR

An Infinidat Technical Advisor is an experienced Storage Systems Engineer providing our customers with a named point of contact for the lifecycle of every system and solution. The TA provides a full spectrum of services as well as acting in the role of trusted advisor. During the time of engagement, the TA will learn about the customer's IT operations as it relates to the ongoing management of the Infinidat storage solution.

RESPONSIBILITIES OF YOUR ASSIGNED TA

- ▶ Your TA will engage early and often in the solution life-cycle
- ▶ Acts as a single technical point of contact for all post-sales support coordination
- ▶ Coordinates and oversees the installation process to ensure successful and timely transition from purchase to production
- ▶ Develops and orchestrates a "Risk-Averse" strategy that includes periodic status reports and upgrade recommendations
- ▶ Advocates on behalf of the customer, ensuring all specific needs and concerns are properly communicated with Infinidat
- ▶ 24x7 Emergency Response Manager for any Priority Type A or Type B incidents
- ▶ Follows up on all open customer issues and requests
- ▶ Creates periodic Customer Account Status Reports and including recent accomplishments, scheduled activities, and any open issues
- ▶ Communicates important updates (e.g. code updates and upgrades), updated best practices and relevant new white papers
- ▶ Leverages proactive dashboards to analyze trends across the customer's Infinidat infrastructure

OUR TECHNICAL ADVISOR COMMUNITY

Infinidat Technical Advisors are all badged employees of Infinidat, receiving all their training and ongoing certifications directly from our support team. Each has a strong background in storage management, systems management, network management, and virtualization. As a community, they have hundreds of years of industry experience, sharing their expertise and supporting each other to ensure we thrill our customers.