



Precisely Technical Account Management

Dedicated Partnership for Long-term Success

Precisely solutions are built to deliver measurable business outcomes. Technical Account Management ensures those outcomes are realized by providing experienced guidance, structured planning, and proactive engagement tailored to your goals.

Your Technical Account Manager (TAM) works as an extension of your team, helping you stay aligned, reduce risks, and make steady progress against priorities.

Experienced Guidance. Consistent Results.

Technical Account Managers combine deep product expertise with a practical, outcome-focused approach. They provide:

- **Escalation ownership** – A single contact responsible for resolution and prevention.
- **Clear technical action plans** – Structured roadmaps with defined goals and accountability.
- **Direct access to experts** – Faster collaboration on priority projects and issues.

This model helps organizations maintain momentum, strengthen governance, and improve overall efficiency.

What Customers Are Saying

“Your efforts have improved our overall user experience and improved both system and team efficiency.”

– Senior Director of Product Management,
Master Data Management customer

“My TAM is very attentive and responsive, I feel very well cared for.”

– Director of Analytics, Location
Intelligence customer

Technical Account Management Offerings

Standard Engagement	Premier Engagement
Expert guidance with proactive risk management	Engagement tailored to your business goals
Regular check-ins (bi-weekly or monthly)	Weekly check-ins & expanded collaboration
Escalation ownership with prioritized support	Escalation ownership with expedited resolution
Support tracking, reporting, & accountability	Enhanced tracking & leadership access
BI-annual Technical Action Plans & annual roadmap review	Quarterly Technical Action Plans & bi-annual roadmap reviews.
	Feature design partnership, customer testing, and on-site travel available

Learn More

Technical Account Management provides the structure and support needed to achieve lasting value from your Precisely solutions. To learn more visit our contact page www.precisely.com/solution/precisely-global-services/ or call 1 877 700 0970.