

Datasheet

Enhanced Customer Services from Hitachi Vantara: Services Account Manager

Converged Support in Today's Fast-Paced Digital Environment

Your Services Account Manager from Hitachi Vantara provides personalized, dedicated, proactive support and value-added services to supplement your IT staff and maximize your investment.

At Hitachi Vantara, we anticipate the challenges you face in today's dynamic era of digital transformation, and we are prepared to help you continually succeed with end-to-end converged support.

Enhanced Customer Services from Hitachi Vantara is a tiered portfolio of value-added, personalized support offerings designed to complement your existing Premium, Standard or Basic Support service plan.

Leverage Proactive Support to Help Manage Your IT Challenges

A Services Account Manager augments your IT staff, maximizes your organization's investment and helps you achieve your operational objectives. Your Services Account Manager provides value-added services, including:

- Strategic account management.
- Proactive care.
- Customized training.
- Coordination of advanced technical activities.

As a single point of contact, your Services Account Manager is a dedicated resource that handles all support-related and mission-critical issues.

The Value of a Services Account Manager

Knowledgeable

Your Services Account Manager from Hitachi Vantara has detailed knowledge of your business and operational environment. This resource is your single point of contact for all technical and support-related issues.

Efficient

The Services Account Manager is your advocate and inside link to Hitachi Vantara. With access to centralized, dedicated support, you have the ability to maximize productivity and minimize downtime with quick resolution, before operations are impacted.

Personalized

Your Services Account Manager oversees immediate processing of all your requests and provides the personalized attention you need to improve your infrastructure. You maintain strict control of tailored service delivery elements, including service level agreements (SLAs), reports, change management, meetings and more.

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A Dedicated Resource to Support Your Business Needs

Your Services Account Manager is available whenever you need assistance and supports you as business requirements change. As your personal resource, the Services Account Manager helps you resolve complex, solution-driven and product-related issues and:

- Advises you of potential impacts to your operations, tracks and escalates issues, and works closely with your incident manager to resolve issues that require immediate attention.
- Monitors microcode levels, manages implementation schedules, and coordinates activities to ensure that services performed meet your expectations.
- Reviews product alerts and verifies that support documents, procedures, technical documents and policies are always up to date.
- Conducts regular service review meetings and quarterly business reviews with the Hitachi Vantara account team to ensure senior-level engagement and strategic planning support your organization's future objectives.

Note: The Services Account Manager does not handle installations and upgrades. Hitachi Vantara engineers perform these services as part of your Premium, Standard or Basic service plan. Review Services Account Manager complete terms and conditions in the Enhanced Customer Services Portfolio Program Guide.

Why Choose Enhanced Customer Services and a Services Account Manager?

In today's complex IT landscape, businesses explore new ways to manage infrastructures and challenges more effectively.

With a Services Account Manager, you rely on an expert with thorough insight into your sophisticated operational environment.

Enhanced Customer Services provides centralized support options and direct access to our global team of specialists. We give you unparalleled guidance and support to maximize your investments and grow your business.

See for yourself how you'll benefit from our industry-leading expertise and customer-centric approach. Partner with Hitachi Vantara for the focused, attentive customer service you need to achieve your business objectives.

When You Succeed, We Succeed

Contact us to learn how Enhanced Customer Services and Services Account Managers can help with your unique business requirements.

Contact us →

About Hitachi Vantara

Hitachi Vantara is transforming the way data fuels innovation. A wholly owned subsidiary of Hitachi, Ltd., we're the data foundation the world's leading innovators rely on. Through data storage, infrastructure systems, cloud management and digital expertise, we build the foundation for sustainable business growth.



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