



Technical Account Management

Service Definition

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Redcentric's Technical Account Management (TAM) service complements our other managed services providing additional insights and assistance with planning and implementing transformation. It's designed to help keep ahead of requirements and new technologies to increase the pace of business change.

The TAM will provide technical, product and business knowledge to support the customer's senior IT team, acts as a trusted technical advisor who will work with specialists within Redcentric, providing an extra layer of oversight of customer programmes of work.

The core TAM activities performed for a customer are:

- **Deep knowledge of customer's estate** and business needs and provide recommendations on how they can keep their services secure, up-to-date and evolve them to aid business growth.
- **Be the main technical contact** for the customer to support pre-sales and post-sales processes.
- **Provide consistent solution architecture** and high-level design for any professional services work undertaken for the customer by Redcentric.

The TAM is assigned to the customer based on a number of working days per month. Given that every customer has differing requirements, Redcentric will liaise with the customer to prioritise TAM activities. Customers can alter priorities based on their changing requirements as required.

Depending on the customer's requirements and preferences, additional activities for the TAM can include:

- **Collaborate with the Redcentric solutions, delivery, and operations** teams to help define, design, deliver and operate managed services as part of either initial onboarding or review of the service.
- **Remote attendance** at key operational meetings.
- **Managing prioritisation** of infrastructure improvement and other projects and managing roadmaps.
- **High level reviews** of customer environments to advise on potential cost or efficiency improvements
- **Accelerate Project Delivery**, Service Improvement initiatives, Problem Management resolution and Risk mitigation.
- Ensure that new **solutions are efficiently and effectively transitioned** into Managed Service.
- Involvement in helping resolve key service issues as necessary.
- Ensure that the ongoing operational requirements for new **solutions are defined, documented, and tested** as part of Service Transition.
- **Effective Risk and Problem management** is delivered for Customer's Services.
- **Service Improvements** are defined, implemented and tracked.

Other TAM activities can be agreed with the customer on a case-by-case basis as customer requirements from the Technical Account Manager vary. Redcentric recommends a minimum of 2 days per month of TAM engagement to realise value from the relationship.

Activities undertaken (i.e. how the TAM should use their allotted time working with the customer) will be agreed between the customer and Redcentric and can be updated at prioritisation sessions when needed.

Cadence with the TAM can be determined by the customer. For example, a customer utilising a large number of TAM hours per month may find it useful for weekly meetings to discuss upcoming requirements and improvements while customers requiring less TAM time may prefer a monthly update. Ad hoc discussions can generally be arranged as required at relatively short notice for new or urgent requirements.

In periods of unusually high activity, the customer may require the TAM to work additional hours beyond their monthly allocation. Provided this is no more than a 50% increase, these hours can be accommodated by utilising hours from other months. The total number of hours over a given 3-month period will be used to ascertain whether there is a need to increase the number of TAM hours per month purchase by the customer.

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