

Zerto Professional Services

Technical Account Manager

Overview

The Zerto Technical Account Manager is a senior level technical product expert dedicated to work closely with your team to provide on-going guidance on how to reach your IT Resilience goals and maximize your investment in Zerto - today and into the future.

Your Technical Account Manager

- Integrates into your organization and acts as one with your team(s)
- Grows to understand your business model, goals, priorities, and operations
- Delivers consulting and advisory services structured to align with your team's needs as you:
 - Drive adoption of your Zerto environment
 - Scale your architecture and expand your protected environment
 - Maximize your investment in Zerto
- Helps you proactively mitigate risks, resolve issues, and align roadmaps
- Assists in planning for product upgrades and expansions
- Advises on the use and interpretation of Zerto Analytics
- Provides knowledge transfer to ensure your team is fully conversant with the Zerto solution
- Tracks Support escalations
- Coordinates periodic reviews with your team
- Introduces you and your team to new Zerto options and features

Key Benefits

- Single point of contact for all things Zerto
- Interfaces with Zerto on your behalf to facilitate quicker support actions
- Ensures your operational and technical needs are understood within Zerto
- Optimizes the Zerto solution within the context of your organization

Who can benefit from a technical account manager

- Customers with an environment that is large, diverse, growing or complex
- Customers that want a dedicated hands-on resource focused on helping to advocate for your needs and the success of your business

ABOUT ZERTO PROFESSIONAL SERVICES

Focused on complete knowledge transfer, Zerto Professional Services consultants get you up and running quickly with repeatable, successful data protection and migration techniques and processes. Zerto Professional Services can provide partial or full service delivery to support your requirements and ensure a successful deployment.

About Zerto

Zerto helps customers accelerate IT transformation by eliminating the risk and complexity of modernization and cloud adoption. By replacing multiple legacy solutions with a single IT Resilience Platform, Zerto is changing the way disaster recovery, data protection, and cloud are managed. With enterprise scale, Zerto's software platform delivers continuous availability for an always-on customer experience while simplifying workload mobility to protect, recover, and move applications freely across hybrid and multi-clouds. www.zerto.com