

# Technical Account Manager (TAM) Program

*A single, go-to technical resource that understands your hosting infrastructure intimately.*

Complex Hosting Infrastructure — Individual Support — No Additional Charge

PEER 1 Hosting has an unparalleled reputation for delivering great support. Our flagship support service—FirstCall Support™—is the best in the business.

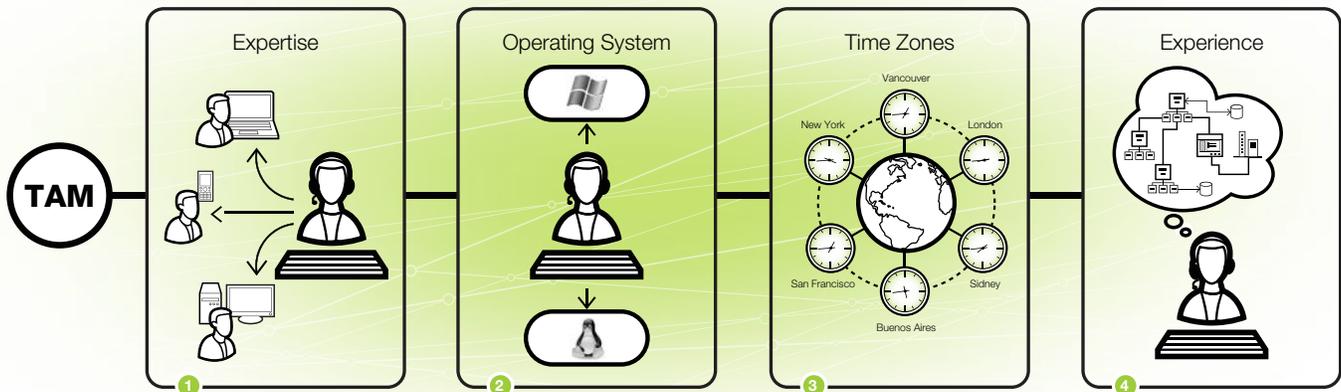
Running a world-class support organization has taught us something important about support:

 **Some customer infrastructures require not just knowledge, skill and responsiveness. Some infrastructures demand consistency and stability over a long period of time.**

These are configurations that are customized and complex (a server farm for instance), or involve specialized products, or are especially large in scope or size. For these, an intimate, detailed and historical technical knowledge is required—not just of infrastructures, but of the customer’s specific infrastructure. A knowledge of its evolution, set up, and performance specs. It’s important knowledge when you redesign or make plans that increase network and server loads. And it’s invaluable when support is needed.

## THE TAM PROGRAM

PEER 1 Hosting’s **Technical Account Manager (TAM) Program** fills this need. TAM is a unique support program—provided at no charge—that creates an intimate technological relationship between you and a single TAM team member. That same TAM is always assigned to your account. This develops a single PEER 1 Hosting technical resource with a deep and complete understanding of your configuration, network, product mix and more. Your TAM, in other words, becomes a trusted resource for your server administration team.



## OUR TECHNICAL ACCOUNT MANAGERS

A TAM is assigned to a small number of customers. TAMs are matched to an account on a four-point basis:

- 1 Expertise.** We'll fit your need with the right TAM skills, experience and knowledge.
- 2 Operating System.** We'll assign either a Windows or Linux expert.
- 3 Time Zones.** We'll make sure your TAM's business hours overlap with yours, no matter where you are in the world.
- 4 Experience.** Your TAM will know every detail of your hosting infrastructure inside and out.

## ALWAYS READY

When you call your TAM, you don't have to provide background or history. You're talking with someone who knows all about your network, your servers, and your entire infrastructure (often because he or she helped you set it up).

## ADVICE AND GUIDANCE

Your TAM will become a key contributor to technology initiatives you're engaging in or planning. When you set about planning a new initiative—a new marketing program or enterprise application launch, for instance—your TAM will help you plan and prepare to ensure your infrastructure will support the program.

## EASY CONTACT

A direct 800 number connects you to your TAM. If your TAM is unavailable, the call will be routed to another TAM, who will provide interim support.

## WHO BECOMES ENROLLED

TAM is not a commercial PEER 1 Hosting offering: it's not intended to be a "platinum support" program as there's no need. FirstCall Support—part of all PEER 1 Hosting offerings—is itself a fully premium support package. TAM is automatically enabled for PEER 1 Hosting customers whose infrastructure has demanding configurations like a server farm or database cluster.

## WILL YOU NEED A TAM?

As we begin to understand your specific needs, technologies and objectives, we'll determine whether your infrastructure needs the experience of a TAM. If it does, we'll automatically enable the program for you at no additional charge.

## CONTACT US TODAY

- Call us at **1.866.579.9690**
- Go to **www.peer1.com** and chat with an online sales assistant.