

*Datasheet*

# Enhanced Customer Support from Hitachi Vantara Federal: Technical Account Manager

## Converged Support in Today's Fast-Paced Digital Environment

**Your Technical Account Manager (TAM) from Hitachi Vantara Federal provides personalized, dedicated, proactive support and value-added services to supplement your IT staff and maximize your investment.**

### **Streamlined Support in Today's Fast-Paced Digital Environment**

At Hitachi Vantara Federal, 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.

### **Leverage Proactive Support to Help Manage Your IT Challenges**

With a Technical Account Manager, you'll rely on a dedicated expert with thorough insight into your sophisticated operational environment who provides centralized support options and direct access to Hitachi's extended bench of specialists. You'll have unparalleled guidance and support to maximize your investment and accelerate your mission outcomes. Your TAM provides value-added services, including:

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

As a single point of contact, your Technical Account Manager is a dedicated resource that handles support-related and mission-critical issues to ensure your mission success.

## **The Value of A Technical Account Manager**

### **Knowledgeable**

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**

As your advocate and inside link to Hitachi, a TAM provides centralized, dedicated support to maximize productivity and minimize downtime through quick resolution – before operations are impacted.

### **Personalized**

Oversees immediate processing of all your requests and provides the personalized attention your mission deserves.

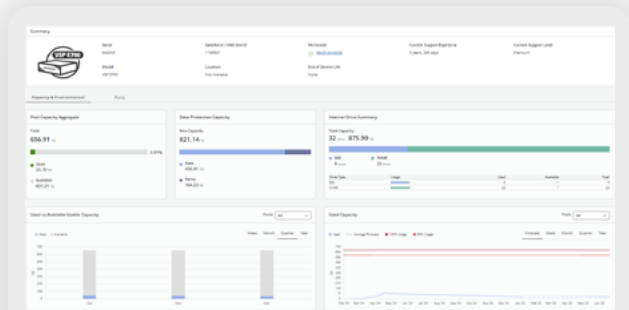
# Enhanced Customer Services from Hitachi Vantara Federal: Technical Account Manager

## A Dedicated Resource to Support Your Mission Needs

Your Technical Account Manager is available whenever you need assistance and supports you as mission requirements change. As your personal resource, the Technical Account Manager performs the following functions:

- 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 Federal account team to ensure senior-level engagement and strategic planning support your organization's future objectives.

**Note:** The Technical Account Manager does not handle installations and upgrades. Hitachi Vantara Federal engineers perform these services as part of your support service plan.

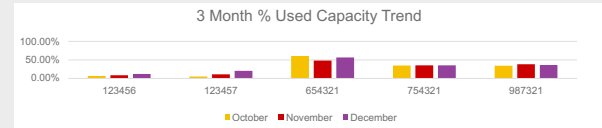


Example Storage Appliance Capacity Overview Report

Case Number	Account Name	Account Site	Subject	Date/Time Opened	Serial Number	Work/Inquiries	Current Severity
9846212	HVF0FC006	110716	Report Comment - Control View Levels at Secondary Site	10/20/25 6:41 PM	442159	VSP 5000 Series	6 Moderate-Only
9846217	HVF0FC006	47102	PLAD - VSP 5700 - 016, CMF Drawing	10/20/25 4:41 PM	442159	VSP 5700-016 QP 016 QP 016 QP 016	14Minor-Resolution
9846205	HVF0FC006	440202	Report Comment - Control View Levels at Secondary Site	10/20/25 1:34 PM	442159	VSP 5000 Series	3 Minor-Resolution

Example Current Open Support Cases Report

Report Date	HVO SNA ID	Serial	Model	Used Free Capacity (TB)	Available Free Capacity (TB)	Total Free Capacity (TB)	Data Protection Capacity (TB)	% Usage
14/6/2025	1234BC	123456	VSP F190	26.96	629.84	656.81	164.23	4.10%
14/6/2025	1234BC	123457	VSP F190	26.55	682.45	709.01	177.08	2.37%
14/6/2025	1234BC	654321	VSP 6600	143.13	2025.76	2168.91	164.23	6.60%
14/6/2025	1234BC	754321	VSP 12000	387.31	679.18	1066.49	149.59	35.10%
14/6/2025	1234BC	987321	VSP 01500	1122.56	2004.75	3127.31	750.56	24.34%



Example Capacity Utilization Report

## When You Succeed, We Succeed.

Federal agencies deserve a different level of support. Accelerate your mission objectives while ensuring maximum return on your investments with a Technical Account Manager from Hitachi Vantara Federal. Contact your Hitachi Vantara Federal account team or visit us at [hitachivantarafederal.com](http://hitachivantarafederal.com) to learn more.

## Hitachi Vantara Federal



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