



Professional Services | Technical Account Management (TAM)

Neustar Technical Account Management services provide the expertise needed to ensure the smoothest possible implementation and ongoing technical management of your UltraDNS and Webmetrics services. We not only ensure your services are optimally configured at launch, but are also there every step of the way throughout your engagement with Neustar to meet your most critical business and performance needs.

Many of our customers have unique, complex infrastructures that require significant expertise and resources. Technical Account Management provides that expertise and resource so you can focus on your business with full confidence that your Neustar engagement is a complete success.

Technical Account Manager Key Responsibilities

The TAM service gives you the confidence of having a dedicated individual that collaborates with you to understand your business and helps make the most of your services. Primary responsibilities include:

- Serves as your primary point of contact for technical questions and related issues throughout implementation and thereafter
- Conducts an introductory meeting to gather information regarding your implementation goals and creates a tailored plan of action
- Fully understands your business model and ensures that Neustar is doing all we can to help you achieve your objectives
- Assesses your network and application infrastructure as it relates to the scope of your managed services deployment and provides optimization recommendations
- Hosts regularly scheduled meetings (typically bi-weekly or weekly) to learn about any shifts in your requirements
- Provides project management assistance with other Neustar service offerings as needed

Your designated Technical Account Manager (TAM) will serve as your single point of contact for technical questions. While they are a great resource to get up and running, your TAM can also be used on an ongoing basis to help guide your business decisions related to your Neustar services. The TAM is your customer voice inside Neustar. While you still have access to our outstanding Customer Service team, your TAM has direct contact with most every Neustar group and can act as your liaison to get the answers you need. Whether you have a billing issue or are requesting a new feature, your TAM will ensure the interaction with Neustar is quick, efficient and most of all, a satisfying experience.

Neustar TAMs can provide support to you remotely or on-site. We offer tiered hourly increments for your convenience – you'll get as little or as much support as your business needs. If you determine you need more hours than originally planned, just ask for more and Neustar will deliver.

Learn More! Get the most out of UltraDNS and Webmetrics services with Neustar Technical Account Management.
Online: [Neustar.biz](https://neustar.biz) // [UltraDNS.com](https://ultradns.com) // [Webmetrics.com](https://webmetrics.com) | Call: +1-888-367-4812