ABB Care Contract Technical Account Manager (TAM)
A concierge level of service

The Technical Account Manager (TAM) is a key feature of ABB’s Industry Care Proactive service contract. With this service, ABB assigns a technology specialist to oversee all contract deliverables and serve as the key point of contact for customers when solving commercial or technical issues throughout the contract duration.

Why ABB customers value TAM contracts:

Trusted Advisor
TAMs are a dedicated single point of contact supporting technical customer needs. TAMs annually meet with site personnel in-person to develop a clear understanding of plant needs, plant operational strategies and the capabilities of personnel working at the site. With this close working knowledge, TAMs help customers decide direction on important technical and field support issues. TAMs commonly become the customer’s trusted technical advisor; they are always looking out for the best interest of the customer.

Technology Experts
The TAM team collectively has 200+ years of technical experience. TAMs track all product alerts and technical bulletins to ultimately translate them into a simple ‘Yes’ or ‘No’ for specific site applicability. TAMs are familiar with commonly reported issues and regularly interact with ABB technical teams to find the best resource for analyzing and determining complex issues. TAMs reduce the time it takes to resolve complex issues, thereby speeding up your system’s return to normal operations.

Direct Communication
Customers have a dedicated phone number to contact their TAM directly when reporting general or critical technical support cases. The standard ABB hotline (1 800 HELP 365) remains active for customers with TAMs, however it is intended that the TAM will be the first contacted and follow the case through completion. TAMs supervise and provide additional escalation within ABB for critical case issues. In the event your TAM is unavailable, an option is provided to either leave a message or transfer to another TAM. A notification will then be sent to your TAM alerting them that a message has been left.

Critical Thinking for System Lifecycle Management
TAMs keep customers informed on upcoming product releases, new functionalities and loyalty offers. They help customers with strategic planning and preparation for system enhancements. There can be several potential upgrade paths or choices between buying new vs. repair; TAMs assist with the planning of upgrades as well as cost analysis to determine the most economical path. These are just a few examples of how TAMs are involved with daily customer decisions and the technologies they have running at their sites.

Contract Reporting
The TAM provides quarterly and annual reports to summarize ABB’s support activity for the Industry Care agreement. The report contains the agreed upon value or benefit derived from the Care agreement during the previous quarter. Action items and statuses from quarterly conference calls are also logged.
What ABB customers are saying about their TAM experience:

"Our Technical Account Manager is a critical part of our longtime partnership with ABB. Her technical knowledge, determination, organization, and problem solving skills are invaluable. I trust our TAM to oversee contracts, licensing requirements, and support for upgrades and installations. As our single point of contact, she always knows how to connect me with the right resource to get the job done. She has a genuine concern for helping Ameren succeed."

- Greg Gurnow
DCS Engineer, Labadie Engineering
Ameren Missouri

"It is assuring to know that our Technical Account Manager is our reliable go-to contact. He has extensive technical knowledge and is fully aware of the plant needs. He can solve any issue, whether on his own or by quickly connecting us with the right resources. He never disappoints!"

- Dustin Davis
Plant Superintendent
City of Tulsa Water and Sewer Department

“Our ABB Technical Account Manager provides us confidence to accomplish complex tasks as well as personable support for success. He takes the time to listen and understand the big picture. He always meets the 1-hour contract call back time and follows up before closing a ticket. Our TAM sincerely wants our plant to be successful.”

- Christopher Broyles
Industrial Control Systems Project Coordinator
City of Tulsa Water and Sewer Department