

Premium Support

Technical Account Manager (TAM)



Faster resolution

Your TAM accelerates resolution by coordinating resources and prioritizing and escalating incidents.



Proactive risk management

Your TAM reviews system health to prevent outages and maintain system stability.



Greater return on technology investment

Your TAM advises on best practices and provides strategic recommendations to maximize value from your software.



Strategic alignment with business goals

Your TAM is a trusted advisor who aligns support and planning with your evolving business objectives.

Your trusted advisor for ongoing success

Your Premium Technical Account Manager provides proactive technical guidance designed to prevent issues before they occur, using ongoing reviews and best practice recommendations tailored to your environment. This insight driven approach strengthens stability and supports continuous optimization.

With deep expertise in a product area, your TAM provides strategic guidance to help streamline operations and improve performance of even the most complex software environments.

Acting as your primary technical advisor, your TAM develops a deep understanding of your systems and incident patterns to help reduce recurrence and strengthen long-term supportability. This proactive oversight keeps your teams prepared and your environment resilient.

What's included

Dedicated coverage

Your Premium Technical Account Manager (TAM) specializes in a specific product area, and supports no more than six customers to ensure a dedicated focus on your software success. Your Premium TAM is available during business hours, and you may schedule your TAM to visit your site up to four days per year to increase familiarity with your business, team and software environment.

Onboarding to set you up for success

Onboarding begins with your TAM reviewing your environment, meeting key stakeholders, and gathering technical details to create a customized support plan and detailed operational profile. This foundation ensures they fully understand your systems and can deliver proactive, tailored guidance from day one.

Technical advisory

Your TAM is a senior product expert and becomes an expert on your implementation. To ensure you get the most from your software, and to prevent problems and optimize performance, your TAM will provide mentoring on best administration practices, perform periodic health checks, assist with upgrade planning and patch management, coach your staff on how to leverage the full features and functionality of your product, and review available product roadmap information to guide your planning.

Priority Support

The incidents you open for the products covered by your Premium TAM will be routed via the Priority Support queue to more experienced support agents and will receive enhanced target response times of 30-minutes for severity 1 and 1-hour for severity 2 incidents.

Support oversight and advocacy

Your TAM will proactively host incident review meetings to ensure your incidents are progressing, to review root cause as needed, and to review your support experience and make any adjustments. Your TAM will manage the escalation of any Severity 1 incidents to ensure OpenText management and all needed resources are engaged, and will keep your management team updated on progress. Your TAM will also be your advocate for any issues important to you.

Business reviews:

Your TAM will host quarterly reviews to provide insight into recurring trends, review upcoming upgrades and contribute recommendations to improve future supportability and reduce repeat incidents over time.

Learn more

Learn more about [Premium Support](#), or [Contact Us](#) for more information.

About OpenText

OpenText enables the digital world, helping organizations securely manage information at scale, visit [opentext.com](https://www.opentext.com).

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