Datasheet

NVIDIA Technical Account Manager Service

Designated support experts for mission-critical AI.



Expert Support from NVIDIA Enterprise Services

The NVIDIA Technical Account Manager Service (TAM) delivers proactive, customized support to help optimize your AI infrastructure and align outcomes with business objectives. By maintaining deep technical insight into your environment, TAMs anticipate potential challenges, recommend enhancements, and drive performance improvements. Serving as trusted technical advisors, TAMs play a key role in expanding the value from your NVIDIA solutions and achieving meaningful business results.

Personalized and Proactive Support

- Focuses on preventing problems before they occur by assessing customer infrastructure, providing targeted guidance on known issues, and offering upgrade/refresh recommendations tailored to the customer's environment.
- Provides support during the transition from NVIDIA Infrastructure Services deployment to customer handover (if applicable).
- Acts as the primary point of contact for technical support—coordinating resources, managing escalations, and communicating with various stakeholders.
- Ensures customer case flow through the appropriate channels, efficiently and expeditiously. If necessary, escalates cases to NVIDIA engineering teams for faster resolution.
- Develops a joint support plan for the covered products. Holds regular sessions to review cases and issues; informs customers about upcoming maintenance updates and new releases.
- Participates in calls that are initiated by customers with third-party vendors to isolate or root-cause issues, especially in a multi-vendor-system environment.
- Holds quarterly service reviews to drive improvement in overall performance, availability, and service delivery.

Benefits of an NVIDIA Technical Account Manager

Reduce Downtime

- Acts as a point of escalation, working with teams across NVIDIA to ensure rapid and effective resolution.

Achieve Optimum Performance

- Provides personalized recommendations for upgrades and refreshes, ensuring optimal infrastructure performance and compatibility.

Maximize Return on Investment

- Offers guidance on industry best practices for NVIDIA solutions, helping you maximize your return on investment.

Choosing the Right Service

There are two TAM Service options to meet the needs of your business.

NVIDIA Technical Account Manager (TAM)

Supports a single NVIDIA solution or technology, such as one of the following:

Compute Solutions

- NVIDIA AI Enterprise
- NVIDIA Mission Control
- NVIDIA Run:ai
- NVIDIA DGX™ Systems (NVIDIA DGX SuperPOD™ requires a PTAM)
- NVIDIA Omniverse™ Enterprise

Networking Solutions

- NVIDIA Networking Solutions

NVIDIA Premium Technical Account Manager (PTAM)

Supports multiple NVIDIA solutions or technologies in a single region. A PTAM may support an NVIDIA DGX SuperPOD, which consists of multiple NVIDIA solutions, including NVIDIA DGX systems, network switches, and software. For an OEM system-based cluster, the PTAM only supports NVIDIA-supplied solutions. OEM and third-party solutions are not supported by the PTAM.

Large deployments may require additional TAM services. Contact EnterpriseServices@NVIDIA.com for details.

> "Our partnership with NVIDIA has been instrumental in advancing our AI initiatives. We learn from each other, leveraging NVIDIA's expertise. This collaboration has accelerated our AI capabilities and opened new frontiers for simulation and innovation."
>
> **Dr. Alex Philp**,
> Senior Principal for Strategic Outreach, MITRE

How To Purchase

- Enterprise customers may purchase TAM Services through NVIDIA-authorized channels.
- An active NVIDIA Enterprise Support Services contract is a prerequisite for TAM Services.
- TAM services cover a designated region during local business hours. If you need coverage beyond your local business hours, additional TAM Services may be required.
- Solutions and technologies covered will be agreed upon by both parties.

Offer Specifications

	SKU	Duration
NVIDIA Technical Account Manager, Compute, Remote	723-TAMR00	1,3,4,5 Years - Renewable
NVIDIA Technical Account Manager, Networking, Remote	784-TAMN00	1,3,4,5 Years - Renewable
NVIDIA Premium Technical Account Manager, Remote	723-TAMP00	1,3,4,5 Years - Renewable

View the Technical Account Manager Agreement

View additional NVIDIA Enterprise Services

Ready to Get Started?

To learn more, contact enterpriseservices@nvidia.com

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