

Technical Account Management (TAM)

From reactive support to proactive partnership

Your success. Our priority.

Our Technical Account Managers (TAMs) are trusted advisors who help pharmaceutical companies and health agencies maximize the value of their EXTEDO solutions through proactive guidance, strategic support, and long-term partnership.



Why customers choose TAM

- ✓ Proactive risk management
- ✓ Dedicated technical ownership
- ✓ Faster issue resolution
- ✓ Strategic product guidance
- ✓ Reduced downtime and operational risk
- ✓ Long-term customer success

How TAM makes a difference



Proactive risk prevention



Complex incident leadership



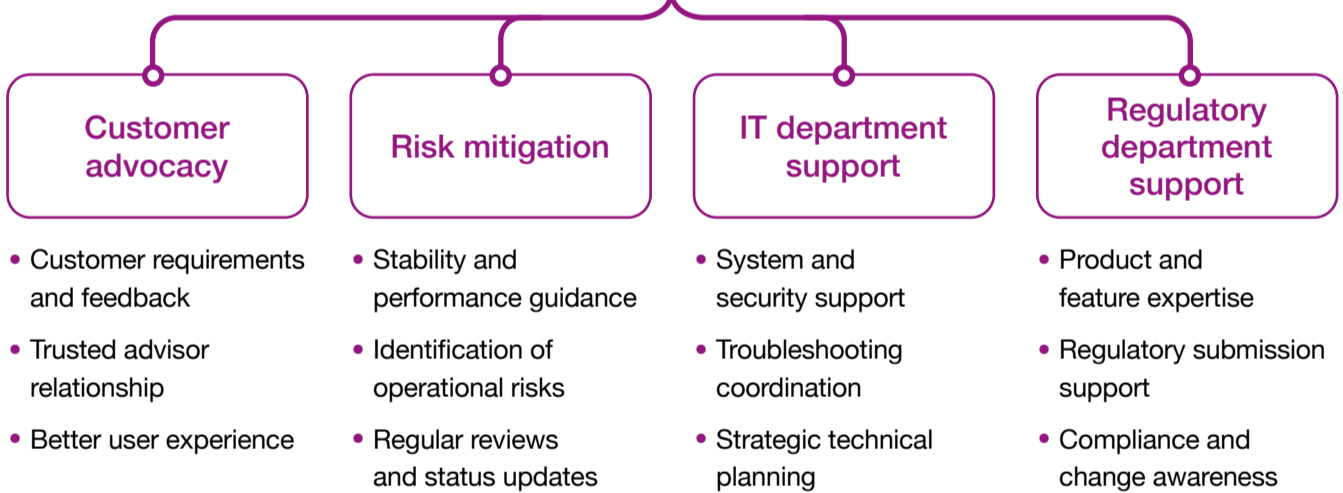
Adoption and optimization of features



Executive Alignment and Growth Enablement



The role of a Technical Account Manager



What TAM does for you



Strategic guidance

Architecture reviews, best practices, release planning, and optimization support.



Proactive support

Health checks, escalation management, risk prevention, and coordinated communication.



Customer advocacy

A single point of contact ensuring your feedback and priorities are represented internally.

Your dedicated partner for sustained success

Let's grow together.

Contact your local EXTEDO representative to learn more.

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