



Technical Account Manager

# Need Ongoing Expertise to Maximize the Value of D2L Brightspace?

## ACHIEVE YOUR GOALS FASTER WITH A TECHNICAL EXPERT BY YOUR SIDE

Your Technical Account Manager (TAM) is your named resource who understands your business processes and goals. They provide ongoing guidance with technical projects, platform updates, and enhancements, helping with the day-to-day operations of Brightspace.

### MAXIMIZE ENGAGEMENT

Your TAM is your liaison within D2L. Working directly on your account, they help drive increased engagement with key stakeholders, bridging the gap between your organization and D2L.

### MOVE FASTER

Your TAM is a D2L-trained Brightspace expert, helping you connect the dots by bringing in D2L SMEs to make decisions quickly. They're also able to provide best practices and recommendations so your organization can stay on top of Brightspace.

### MAKE PROACTIVE PLANS

Your TAM understands both what Brightspace can do and what your institution or organization wants to achieve. Their ongoing, personalized support helps you ensure your learning environment is optimized for high performance.



“My TAM has become a very good **partner**, and I appreciate his **honesty** and candor. He is easy to talk to, even if we are having a difficult conversation, and he **understands** our business needs.”

John Bellavance, Harvard Business Publishing