

Effective Use of Tech Support

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Description

How important is it to your job for your software and hardware vendors to answer your questions promptly and accurately, when you open a case with them? To respond rapidly when your systems are down and you need assistance getting them back up again? If you answered “a lot”, then this class is for you.

Your instructors have experience on both sides of the fence: as customers, opening cases with vendors, and as system support engineers, responding to those cases. We have developed a template for engaging manufacturer support effectively; during this seminar, we guide you through this template, split into small groups, and practice building the key components of an effective Technical Support Case. We will cover the Problem Statement, Business Impact, and xyz – the top three most important elements to any case – and we will describe how to engage your local account team, to leverage their advocacy on your behalf. We will sketch the internal workings of a systems manufacturer, so that you can better understand their priorities and how to build the kind of win-win situation that will get your case accurately prioritized.

Like everyone, manufacturer support struggles – too many cases, too little time. We will describe how you can build a case which sails through the triage process, lands in a Technical Support Engineer’s queue, and becomes the one which bubbles to the top. When a TSE is skimming his or her queue, you want your case to stand out – “Hey, this one has all the information I need to get started ... and I even understand what they are asking ... I’ll grab this one first”.

The course material includes a text template and examples using that template. Preview the deck to get a feel for the material we cover. BYOL (Bring Your Own Laptop), or join a group with a laptop, to participate in the small group exercises.

Who should attend

Sys admins and network engineers who open Technical Support Cases with manufacturer support when facing critical ‘system down’ incidents.

Take back to work

Practice in employing a template to effectively engage manufacturer support.