



## Blanco Technical Account Management

Prevent issues, plan ahead, and keep your erasure and diagnostics operations running smoothly with proactive senior technical guidance.



Blanco Technical Account Management gives you ongoing access to a dedicated senior technical resource who understands your requirements and how you use Blanco. Instead of only engaging when something goes wrong, you gain a long-term technical partner who provides proactive guidance, best practices, and regular touchpoints to help you identify and address potential problems before they occur.

Your Technical Account Manager is assigned from Blanco's Senior Technical Support team in your region and works closely with you to keep your Blanco environment running smoothly and effectively.



### Key Benefits

- ▶ **Prevent issues before they impact operations**  
Proactive planning and technical reviews reduce the risk of avoidable problems.
- ▶ **Stronger confidence in your Blanco environment**  
You have a senior expert who knows your requirements and your setup.
- ▶ **Better ability to plan for the future**  
Visibility into current and upcoming Blanco products supports long-term service planning.
- ▶ **A stronger voice inside Blanco**  
Priority consideration for feature requests and fixes, with an adviser who advocates on your behalf.



### What's Included

- ▶ Proactive technical advice tailored to your environment
- ▶ Best-practice recommendations for using Blanco solutions
- ▶ Regularly scheduled reviews to discuss system health, usage, and potential risks
- ▶ Direct communication into Product Management and Development for feedback and feature requests
- ▶ Support escalation context and guidance (while standard Support remains the first point of contact for new issues)
- ▶ Annual onsite Health Check (upon request): a half-day configuration, best-practice, and optimization review

Blanco Technical Account Management gives you a dedicated senior technical partner who helps you prevent issues, plan with confidence, and continuously improve how you use Blanco—so you get more value and stability from your investment over time.

**Contact us today to learn how Technical Account Management can support your Blanco environment.**