



Service Relationship Manager (SRM)

Objective:

The Service Relationship Manager (SRM) is a key individual within the Services & Support organization whose principle objective is to drive service delivery success to maximize Fortinet customer success for assigned strategic accounts.

The SRM has a solid technical understanding of how Fortinet products and services are utilized by the customer, and uses this to effectively resolve issues and propose innovative solutions. The SRM is the voice of the customer within Fortinet and is closely involved all customer escalations, working closely with other support team members to organize and manage customer escalations.

The SRM continually assures the value of services across the customer's organization and jointly defines objectives and measures to drive improvements. The SRM leads service meetings and conference calls to discuss open incidents, oversees implementation project services and plans and holds Quarterly Service reviews.

Responsibility:

- Act as the customer' Single Point of Contact for Services and Support facilitating conference calls, meetings and engaging the appropriate resources
- Own Customer Success by developing Service & Support Plans
- Manages technical escalations by hosting conference calls, facilitating actions and producing customer facing updates
- Ensure delivery across the customer's organization and meet or exceed operational KPIs
- Lead the services delivery team towards the customer, the sales teams and any other internal or external organizations
- Drive continual process improvements to achieve business goals and maximize customer service
- Build executive/senior relationships within customer and understand the customer's business practices/procedures, business drivers and corporate culture
- Leverage customer relationship in supporting Sales in renewals success, ensure optimal service penetration and identify up sell opportunities
- Ensure continued alignment with and the objectives of the product sales team
- Maintain an intimate understanding Fortinet support and service capabilities and limitations
- Match customer's evolving service needs (based on business requirements, expansion, industry challenges, reductions, proactive vs. reactive service needs, etc) to Fortinet offers thus driving services absorption



- Negotiate, document and communicate a governance structure for the account ensuring all parties (customer, partner, Fortinet) understand what they will be held accountable for in the customer relationship
- Address any customer satisfaction issues across the customer's organization and follow up
- Reporting: provide weekly and monthly updates to the customer and visit on an agreed frequency
- Produce Quarterly reports including service performance and upcoming 90 day plans

Requirement:

- Analytical Ability – effectiveness in analyzing situations and identifying key issues
- Planning and execution – defining and measuring business goals, monitoring progress, taking action when necessary to rectify situations and meet deadlines
- Proactive – taking responsibility for making things happen.
- Teamwork – collaborating with and promoting collaboration
- Technical expertise – up to date high level telecommunications and internetworking
- Adaptability – maintain performance under pressure to ensure effective decision making
- Influence – using appropriate interpersonal styles and methods of communication to influence others positively to meet objectives of all parties
- Relationships – building and sustaining key relationships to build a successful business ecosystem
- Service DNA – understanding customer service excellence inside-out and identifying areas for improvement on a daily basis
- Communications – communicating clearly, succinctly and effectively
- Excellent written English
- Bachelor's Degree or equivalent
- Operational excellence qualification (ITIL) or experience

Fortinet is an Equal Opportunity employer.

We will only notify shortlisted candidates.

Fortinet will not entertain any unsolicited resumes, please refrain from sending them to any Fortinet employees or Fortinet email aliases. Should any Agency submit any resumes to Fortinet, these resumes if considered, will be assumed to have been given by the Agency free of any related fees/charges.

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