

## Customer Account Managers

Effective customer engagement and customer satisfaction are critical to Washington Technology Solutions' (WaTech) mission. WaTech has heard our customers emphasize the importance of providing responsive customer service and a single point of contact within our agency. With this in mind, WaTech formed a Customer Relations Team focused on ensuring that our agency partners receive the highest level of service possible. The Customer Relations Team includes four dedicated Customer Account Managers (CAMs) whose objective is to establish and maintain customer relationships while working to ensure a high level of satisfaction with WaTech products and services.

<b>Purpose</b>	CAMs serve as a primary point of contact for WaTech customers, ensuring our agency is responsive to customers' needs. The Customer Relations Team manages interactions with WaTech customers to ensure their business needs are clearly understood. The team helps customers navigate the various WaTech service offerings, and assists them in determining whether their business needs can be met by WaTech. They also provide feedback and recommendations to WaTech Service Owners regarding improvements in the pricing and delivery of quality products and services.			
<b>Benefits</b>	Having an assigned CAM has many benefits: <ul style="list-style-type: none"> <li>• Provides a single point of contact for WaTech customers that serves both as a liaison and customer advocate.</li> <li>• CAMs are committed to customer satisfaction and responsive to customer needs.</li> <li>• CAMs work closely with WaTech executive leadership, our Chief Technology Officer, Service Owners, and technical teams to ensure that customer business needs are met.</li> <li>• CAM team members also work closely with customers to understand their business needs, goals, and objectives, and keep pertinent WaTech staff informed about how our products and service offerings align with customers' needs.</li> <li>• Based upon customer feedback, CAMs provide advice and consultation to pertinent WaTech staff, resulting in higher quality and more reliable services to our customers at competitive prices.</li> <li>• The teams streamlined approach provides easy access to WaTech products and services</li> </ul>			
<b>Meet the CAMs</b>	<b>Larry Lee</b> 360.407.8936 <a href="mailto:Larry.Lee@watech.wa.gov">Larry.Lee@watech.wa.gov</a>	<b>Lyle Tillett</b> 360.407.8937 <a href="mailto:Lyle.Tillett@watech.wa.gov">Lyle.Tillett@watech.wa.gov</a>	<b>Steve Lovaas</b> 360.407.9418 <a href="mailto:Steve.Lovaas@watech.wa.gov">Steve.Lovaas@watech.wa.gov</a>	<b>John Wright</b> 360.407.8420 <a href="mailto:John.Wright@watech.wa.gov">John.Wright@watech.wa.gov</a>

Your organization's assigned CAM can be found in [Customer Account Manager Assignments](#) or by visiting <http://watech.wa.gov/about/customer-resources>.

If your organization has not been assigned a CAM, please contact the WaTech Support Center by phone 1.855.WaTech1 or 360.586.1000 or visit <http://watech.wa.gov/contact>.