

VMware Technical Account Manager Service

Guidance for success with VMware solutions

AT A GLANCE

VMware Technical Account Managers (TAMs) help address the tactical and operational considerations required for success with VMware solutions.

BENEFITS

- Accelerate your return on investment in VMware solutions with access to a deeper level of insight about VMware products and solutions and understanding of virtualization and related technologies
- Mitigate risks with guidance on applicable best practices for implementation of VMware solutions

Overview

As your organization standardizes on VMware solutions the VMware Technical Account Manager (TAM) service helps address the tactical and operational considerations required for your success.

Backed by the resources of the entire VMware organization, VMware Technical Account Managers provide guidance to:

- Coordinate VMware issue management, escalation and resolution
- Advocate customer needs and concerns with VMware decision makers
- Advance the organization's knowledge of VMware technologies
- Help customers leverage the most applicable VMware best practices and solutions, minimize operational hurdles and deploy solutions faster

Customer Profile

The VMware Technical Account Manager Service is designed for large commercial, government, enterprise and global organizations that standardize on VMware solutions and want to maximize their return on investment and mitigate deployment risks. You should consider the TAM service if:

- Your organization is committed to VMware as a platform for your current and future IT infrastructure
- Your organization relies on VMware products and solutions for mission critical applications
- You want to alleviate operational concerns with deployment of your VMware solutions
- You have an aggressive project timeline and need to mitigate risks associated with VMware deployments
- Your organization would benefit from VMware product and support organizations having increased visibility to your needs for VMware solutions



VMware TAMs provide access to a deeper level of insight about VMware products and solutions

Key Activities

Your TAM will engage with you across a range of activities to accelerate the return on your investment in VMware solutions.

Activity	Description
Organizational Review	– Meetings with stakeholders to review goals, challenges and current implementation plan to facilitate TAM and customer alignment
Customer Interaction	– Up to one business day per week
Program Management	– Provide status reports on open TAM issues
Customer Advocacy	– Focal point and proactive liaison into VMware organizations to address customer’s business and technical hurdles – Invitation to exclusive TAM customer events
Business Analytics Reporting	– Program-wide metrics and trends dashboard for customer benchmarks (unattributed)
Knowledge Transfer	– Product Deep Dives with VMware Experts; Roadmap Presentations on Request under NDA

TAM Day at VMworld

All TAM customers are invited to participate in TAM Day at VMworld Conferences. TAM Day includes non-disclosure presentations from VMware thought leaders on the latest VMware solutions and business direction.

Pricing and Scope

The VMware Technical Account Manager Service includes up to one (1) business day of service from a VMware Technical Account Manager per week for a 12-month period. For pricing, please contact your local VMware Sales Representative. SKU: TAM-Tier-1



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If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside of the United States, the VMware contracting entity will be VMware International Limited.

Deliverables

- TAM Executive Summary Report
 On a semi-annual basis (2x per year), the TAM will provide an executive summary that documents Goals, Activities, Progress to Date and Next Steps. The report will:
 - Document current virtualization drivers and objectives
 - Review Initial Processes and Prioritize areas to address
 - Analyze Hardware Vendors and Supportability

Related Services

- **VMware Strategic Technical Account Manager(S-TAM)** – A cross-functional advisor and VMware advocate designed to serve as an extension of your strategic IT transformation team.
- **VMware Dedicated Strategic Technical Account Manager (Dedicated S-TAM)** - A full time, cross-functional advisor and customer advocate, designed to enable a long-term partnership between VMware and its largest customers to help transform their IT organizations to IT service delivery models.

For More Information

More information about VMware Technical Account Manager Services is available from your local VMware representative and www.vmware.com/services.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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