

VMware App Modernization Technical Account Management Services

Accelerate VMware Tanzu technology adoption

AT A GLANCE

VMware App Modernization Technical Account Management Services provide your organization with the VMware Tanzu expertise, advocacy, and advisory skills to keep your VMware initiatives on track.

KEY BENEFITS

- Accelerate solution time to value of your VMware Tanzu products and solutions
- Optimize operations through proactive guidance and best practices
- Keep pace with rapid technology changes

Business challenge

Investments in people and technology are required to win in today's economy. Teams are ready to take on more complex challenges. Users expect applications that are innovative and emerging markets demand they be delivered rapidly. Yet, nearly three-quarters of IT resources are typically spent managing existing complex infrastructure and systems.

The VMware Tanzu portfolio of innovative, software-defined solutions exists to address these challenges. The portfolio provides the tools necessary to transform how modern applications are built, run, and managed. Your organization's challenge is to determine the best way to accelerate VMware Tanzu adoption and optimize current and future technologies, while reducing risk and cost.

Services overview

VMware's App Modernization Technical Account Management Services ensure that your organization can take full advantage of your VMware Tanzu investment. This service can help you attain your long-term technology objectives.

App Modernization Technical Account Management Services help you successfully implement Tanzu products and focus on innovation through modern application development. Our goal is to establish a meaningful partnership by understanding your environment, applications, challenges, and business objectives.

App Modernization Technical Account Management Services offer deep technical understanding of the VMware Tanzu product set including Tanzu Application Service (TAS), Tanzu Kubernetes Grid (TKG), and Tanzu Data products. We work closely with your Tanzu platform and application development teams to deliver personalized services that meet your unique requirements.

App Modernization Technical Account Management Services activities include:

- Assessments that provide roadmaps, plans, and next steps for operational excellence
 - Identify skill gaps and facilitate development sessions to increase knowledge and abilities
 - Provide technical needs analysis, coordinate with subject matter experts, and make recommendations for features and upgrades that meet requirements
 - Offer proactive maintenance and upgrade planning guidance
 - Lead technical reviews and root cause analyses that drive continuous improvement
- Solution guidance using best practices
 - Compare Tanzu platform to known best practices of similar organizations; use our product team's guidance and years of experience

LEARN MORE

Visit vmware.com/services.

FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html.

- o Interact regularly via preferred communication channels to drive faster issue resolution and responses to questions
- o Coordinate with technical and management teams and provide heightened awareness for major customer events and escalations
- o Direct system access for log retrieval and review (only for service contract of 5 days per week)
- Progress and results reviews to confirm alignment with stated business goals and priorities
 - o Weekly Carelog (Status) Call and daily standup calls to discuss ongoing project activity, open issues, challenges, and plans
 - o Quarterly / Yearly Reviews to present and discuss highlights, accomplishments, and planning for quarter/year ahead

Additionally, VMware App Modernization Technical Account Management Services customers enjoy exclusive access to VIP programs, best practices developed from thousands of deployments, Global Support escalations, and events that give your organization direct access to subject matter experts relevant to your modernization goals. This includes an extensive program at VMworld, local workshops and roundtables, and webcasts.

App Modernization Technical Account Management Services facilitate direct conversations with VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

The right fit for your organization

VMware App Modernization Technical Account Management Services are sized to the scale and complexity of the business—1 day per week, 2 1/2 days per week or 5 days per week.

Benefits

VMware understands that every business is different. App Modernization Technical Account Management Services takes a personalized approach to your journey. We're here to help your organization successfully build, run, and manage modern applications that meet and exceed your business objectives.

App Modernization Technical Account Management Services offers you better access to VMware resources and better visibility into VMware Tanzu solutions and product roadmaps. You will get a more strategic view and assistance in planning for and adopting new technology faster. Finally, you will have a VMware Tanzu expert as an extension of your team who is focused on maximizing your VMware Tanzu investment.

TERMS AND CONDITIONS

This datasheet is for informational purposes only. **VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET.** All VMware service engagements are governed by the VMware Professional Services General [Terms and Conditions](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

