

Network and Security TAM Datasheet 1.0

AT A GLANCE

A VMware Network and Security TAM provides the specialized networking and security solution knowledge and skills you need to get the most out of your VMware environment. Backed by the resources of the entire VMware organization and armed with proven best practices, a VMware NS TAM can help you optimize results from your VMware network and security investments.

NS TAM CUSTOMER BENEFITS EXAMPLES:

Major U.S. university

- CISO mandated Zero Trust Architecture for new data center running complete VMware SDDC stack
- Customer virtualization team assigned micro-segmentation solution, but with no real network and security background prior to NSX
- NS TAM delivered weekly enablement/best practice sessions (NSX, vRNI and associated tools like Traceflow, Application Rule Manager, Log Insight) among other activities
- Outcome: successful implementation of NSX micro-segmentation in production, met all project milestones

Major U.S. bank

- Urgent requirement to upgrade NSX environment to maintain compliance
- NS TAM assisted with planning and testing—best practice documentation on upgrade process, bug scrub to validate new version, detailed test plan, assistance with Global Support while testing
- Provided upgrade automation best practices
- Outcome: customer upgraded 10 non-production and 10 production environments in one week with zero downtime

Overview

It is not news that today's hyper-distributed world brings heightened security threats, from data center to cloud to edge. In response, VMware is innovating new network and security solutions to make security intrinsic to infrastructure. Solutions include software-defined networking in the data center, application security and software-defined WAN networking.

Getting the most value from these emerging networking and security technologies requires resources and expertise that may be in short supply, as enterprises are attempting to transform traditional networking and security models that have been in place for years.

A VMware Network and Security Technical Account Manager (NS TAM) is uniquely qualified to support your success in this journey. The VMware NS TAM role is complementary to the traditional TAM role, but with a particular technology focus. Highly skilled and experienced—a seasoned network and security resource—the NS TAM will help you accelerate value realization from VMware's portfolio of innovative network and security solutions.

What does a NS TAM do?

NS TAMs are subject matter experts in VMware technologies like NSX, Network Insight, AppDefense and VeloCloud. They are highly skilled advisors and advocates. As a long-term extension to your team, they have in-depth familiarity with your business and environment, so can customize technology adoption and operations to fit your needs.

Why do I need a NS TAM?

- Ensure Network and Security solution design and deployment success, using best practices based on aggregating hundreds of real-world customer experiences
- Increase staff knowledge through NSX enablement workshops and skills development sessions
- Accelerate micro-segmentation security initiatives
- Align your business needs with VMware Networking and Security product roadmap futures
- Reduce troubleshooting time with training on NSX communications paths and services, log file locations, NSX component troubleshooting processes and methods
- Be your advocate inside VMware: the NS TAM provides access to the NS Business Unit product managers, TAM Tech Leads, access to VIP programs like NSX Rapid Deployment, NSX-V to NSX-T Migration teams and more.

MEET A NS TAM

Erik Hinderer, Staff Networking and Security TAM, Team Lead



Erik Hinderer serves as a VMware Network and Security Technical Account Manager, providing clients with NSX related project design, roadmap planning and feature forecasting, NSX Ninja Training enablement to increase client capabilities, in addition to operational best practices and client support guidance.

As an NS TAM, he is a founding member of the practice, a team lead for the US East and serves as a Distributed Firewall Performance Expert and NSX-T Kubernetes SME supporting VMware product development, reporting to the TAM organization. Mr. Hinderer is a VMware vExpert, frequent VMUG speaker, contributor to the community via his blog at virtuallyread.com and has been a VMware Top 10 Social Media Advocate for the last three years.

NS TAM Methodologies and Tools

VMware NS TAMs are equipped with proven methodologies and exclusive tools that supply customized expertise and guidance to your particular situation. Examples include:

- NS TAM Architecture Review: Annual review of current or new client NSX design and architecture
 - Analyze current or new design
 - Recommendations and optimizations
- NSX Customer Enablement: quarterly program to upskill customer teams. Examples include:
 - NSX 101 (component overview, functions and features)
 - NSX Advanced Troubleshooting (methodologies, commands, log locations)
 - NSX Security (DFW, IDFW)
 - NSX Operations (Network Insight, Log Insight)
- NSX Lifecycle Review: annual review of NSX and supporting products; roadmap, features in use (VMware Networking and Security Business Unit supported)

Who benefits most from a NS TAM engagement?

Customers who get the most value from a NS TAM engagement have the following characteristics:

- Network and Security optimization is a business-critical priority for the company
- May be in early stages of software-defined networking (SDN) transformation
- Need in-house expertise to educate and support both network and security teams
- Have an IT staff that is experienced but would benefit from consistent access to VMware subject matter experts.

How do I engage?

More information about the VMware NS TAM service and related services is available from your local VMware representative, or from your VMware TAM if you have one in place.

VMware NS TAM Service Options

SKU	SERVICE TIER	AVERAGE TIME PER WEEK*
TAM-NS-TIER-1	Networking and Security TAM	1 day
TAM-NS-TIER-2	Enterprise Networking and Security TAM	2.5 days
TAM-NS-TIER-3	Dedicated Networking and Security TAM	5 days

*Average time over the course of week. Service delivered both on and offsite depending on location and customer needs.

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