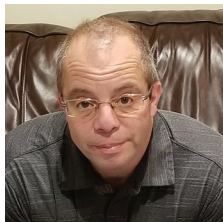


vSAN TAM

AT A GLANCE

A VMware vSAN Technical Account Manager (TAM) provides the specialized knowledge and skills you need to seamlessly extend virtualization to storage in an integrated hyper-converged solution. A vSAN expert, the vSAN TAM is backed by the resources of the entire VMware organization and is armed with proven HCI best practices. Acting as a trusted advisor, advocate and technical resource, the vSAN TAM's role includes architectural guidance and feature interpretation, design and implementation guidance, and product roadmap and strategy assistance. The vSAN TAM helps customers get the most benefit from their investments in VMware HCI solutions.

MEET A vSAN TAM



Thomas Lacorazza serves as a vSAN TAM for several customers, acting as their trusted advisor, advocate and technical resource. Thomas is a 15-year IT industry veteran, experienced at the engineering and architecture level. Thomas has been with VMware for 4 years, delivering operational and planning guidance for enterprise customers as a TAM. His certifications include VCP6-Dev and ITIL, among others.

Overview

Moving away from the cost and complexity of traditional storage, enterprises are looking to VMware vSAN™, the only vSphere-native storage solution, as the obvious path to hyperconverged infrastructure and multi-cloud. However, getting the most value from these emerging solutions requires resources and expertise that may be in short supply, as enterprises attempt to transform traditional hardware-based models that have been in place for years.

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

What does a vSAN TAM do?

vSAN TAMs are subject matter experts in VMware technologies like vSphere and vSAN. 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.

Activities include:

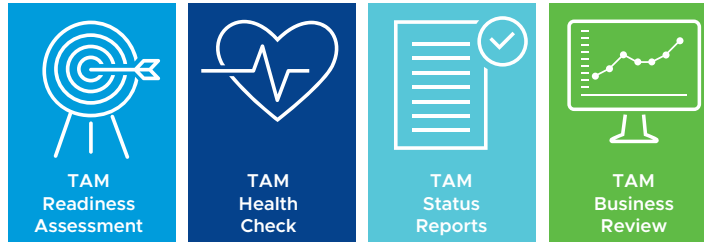
- Readiness assessments
- Training gap analysis, enablement/knowledge transfer
- Architectural guidance and feature interpretation
- Design and implementation guidance
- Product roadmap and strategy sessions with VMware experts
- Access to environment health analysis tools
- Operational and organizational transformation recommendations

Why do I need a vSAN TAM?

- Ensure vSAN solution design and deployment success, using best practices based on real-world customer experiences
- Time saving recommendations and advice — just a phone call away
- Increase your staff knowledge and skills
- Align your business needs with VMware HCI roadmap futures
- Reduce troubleshooting time
- Be your advocate inside VMware: access to Storage and Availability Business Unit managers, TAM Tech Leads; access to VIP programs like SABU Partner Program. Access to exclusive TAM customer-only events at VMworld; access to local TAM customer-only Roundtables and Workshops

vSAN TAM Methodologies

Your vSAN TAM will provide a structured set of deliverables, conducted on a regularly scheduled basis, that provide customized operational and planning guidance.



Who benefits most from a vSAN TAM?

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

- HCI adoption is a priority for the company's cloud journey
- Are in the early stages of implementing vSAN, or have an IT staff that is already experienced with vSAN but would benefit from consistent access to a vSAN expert
- Need in-house expertise to educate and support both virtualization and storage teams

How do I engage?

More information about the VMware vSAN TAM service and related services is available from your local VMware representative or from your VMware TAM.

VMware vSAN TAM Service Options

VSAN TAM	AVERAGE TIME PER WEEK*	SKU
Tier 1	1 day	TAM-vSAN-TIER-1
Tier 2	2.5 days	TAM-vSAN-TIER-2
Tier 3	5 days	TAM-vSAN-TIER-3

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

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