



Digital Workspace Technical Account Management Services

Accelerate solution time to value

At a glance

VMware Digital Workspace Technical Account Management Services provide your organization with a VMware subject matter expert, advocate and advisor who will equip your organization with proven methodologies and exclusive tools to keep your VMware initiatives on track.

Key benefits

- Accelerate time to value of your VMware digital workspace strategy
- Optimize operations to realize cost savings
- Keep pace with rapid technology changes
- Choose from options of 1 day, 2.5 days or 5 days per week based on the scale and complexity of your business

Business challenge

Companies today are looking to provide digital workspace solutions with greater flexibility; enabling employees to work from anywhere, using their preferred devices, while still ensuring effective security. Providing an employee-centric digital workspace is critical to supporting new business initiatives, with the shift to more distributed, remote teams, while fostering better ways to securely connect people with corporate resources.

To meet these challenges, organizations should consider leveraging technology experts who can help them advance their IT and business objectives quickly while reducing risk and cost.

Overview

VMware Digital Workspace Technical Account Management Services are designed to ensure your organization is prepared to take full advantage of your digital workspace technology investments, optimize operations, and keep pace with rapid technology changes. We provide you with a VMware subject matter expert, advocate and advisor who equips your organization with proven methodologies and exclusive tools to keep your VMware initiatives on track.

Digital Workspace Technical Account Management Services activities include:

- Assessments of your existing environment, people, and processes to maintain operational excellence and advance technology objectives
 - Quantify your team's process and skills maturity against established performance metrics to create baselines for your team's capabilities
 - Develop a roadmap that facilitates rapid progress towards your future state targets based on the assessment of your capability levels along with your goals
 - Facilitate technical workshops and skills development sessions to increase your staff's knowledge and abilities

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- Best practice reviews focused on performance optimization opportunities:
 - Identify areas where potential system degradation and bottlenecks can impact system health using environment performance metrics for right sizing VDI machines to VMware vCenter, pod size, number devices per VMware Unified Access Gateway, and more
 - Leverage operational insights for client performance and experience
 - Assist with upgrade planning for getting current and staying current
 - Streamline operations with periodic comparison of your operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience
- Progress and results reviews to confirm activities are aligned with stated business goals and priorities

Digital Workspace Technical Account Management Services provide direct connections to VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

Additionally, Digital Workspace Technical Account Management Services customers also enjoy exclusive access to VIP programs and events that give your organization direct access to subject matter experts relevant to your goals. This includes TAM Customer Central at VMware Explore, local workshops, roundtables, and webcasts.

Terms and conditions

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

VMware Technology Focus		
VMware Horizon®	VMware Workspace ONE® Intelligent Hub	VMware Workspace ONE® Assist™ for VMware Horizon®
VMware Horizon® Cloud Service™	VMware Workspace ONE® Productivity Apps	VMware App Volumes™
VMware Workspace ONE® UEM	VMware Workspace ONE® Assist™	VMware Dynamic Environment Manager™
VMware Workspace ONE® Access™		

Benefits

With Digital Workspace Technical Account Management Services, you can maximize the value of your VMware investments. You will have greater access to VMware resources and deeper visibility into VMware solutions and product roadmaps, so you can plan for and adopt new technology faster. Finally, you will have a VMware digital workspace expert embedded within your team, someone who is focused on maximizing your VMware investment and improving IT performance and efficiencies.