

VMware 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 solution time to value of your VMware products and solutions
- Optimize operations to realize cost savings
- Keep pace with rapid technology changes

Business challenge

Companies today are looking to provide solutions with greater flexibility; enabling employees to work remotely or from home, using their preferred devices, while still ensuring effective security. Implementing and maintaining an employee-focused 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.

Services overview

VMware Digital Workspace Technical Account Management Services are designed to ensure that your organization is prepared to take full advantage of your VMware Digital Workspace investments and help you attain your long-term business and technology objectives. Digital Workspace Technical Account Management Services activities and deliverables include:

- Subject matter expertise and advice around Workspace ONE UEM, Workspace ONE Access, VMware Horizon (on-prem and cloud) and related WS1 & Horizon Offerings, such as VDI or DEM
- Key Deliverables, such as DWS TAM Health-check, Business Reviews, Capability Assessments, and additional offerings
- Access to beta releases for Horizon, Productivity Apps and the WS1 Console
- Direct exchange with the product management to discuss the product strategy, roadmaps, or feature enhancements
- Direct exchange with other large digital workspace customers in TAM-exclusive roundtable events or peer-to-peer sessions
- Technical deep dive and enablement on product innovations with your TAM or SMEs in the specific technology area
- Exclusive briefing sessions (VBC) or Design Partnership sessions with the US R&D team
- Onsite coverage to deliver workshops and sessions on-demand

Additionally, VMware Digital Workspace 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 transformation goals. This includes an extensive program at VMworld, local workshops and roundtables, and webcasts.

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. This includes an extensive program at VMworld, local workshops and roundtables, and webcasts.

LEARN MORE

Visit vmware.com/services.

FOR MORE INFORMATION

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

The right fit for your organization

Digital Workspace 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

The Digital Workspace Technical Account Management Services are designed to guide you on the Digital Workspace journey, giving you advice and direction to achieve your desired business outcomes. Not only do we advise on technical matters at tactical and strategic levels, but we are also experts on the often-forgotten component of successful IT organizations: people and processes. Our Technical Account Management Services offer best practices developed from extensive experience working with customers and partners through various stages of this journey and provide access to a wide range of resources. Our goal is to better help you transform your business to meet tomorrow's challenge.

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.

