Digital Workspace Technical Account Management Services

Accelerate solution time to value

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.

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 provide subject matter expertise and advice around VMware Workspace ONE® UEM, VMware Workspace ONE® Access®, VMware Horizon® (on-premises and cloud) and related Workspace ONE and Horizon offerings, such as VDI or digital experience monitoring.

Digital Workspace Technical Account Management activities and deliverables include:

- Assessments that provide next step, outcome-focused roadmaps and plans for keeping transformation and operational excellence progress on track
- 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 workshops and skills development sessions to increase your staff’s knowledge and abilities

- Solution Guidance and best practices reviews to identify performance optimization opportunities
- Environment performance metrics will be used to identify areas where potential system degradation and bottlenecks can impact system health
- Periodic comparison of your operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience

- Optimize Operations to confirm activities are aligned with stated technology goals and priorities
- Perform system health checks to provide recommendations for improving efficiency, resiliency, security, and sustainability

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

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
Industry insights and benchmarking to realize cost savings and reduce operational risk
- Leverage our combined global experiences to help you stay ahead of technology changes
- Measure your environment against industry benchmarks in operational excellence and technical maturity

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, VMware Digital Workspace Technical Account Management Services customers enjoy exclusive access to programs and events that give your organization access to subject matter experts relevant to your transformation goals. This includes an extensive program at VMworld, local workshops and roundtables, and webcasts.

**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**

With VMware’s Digital Workspace Technical Account Management Services, your workforce-related projects can be completed faster and better, accelerating the time-to-value. IT operations can be made more effective and efficient resulting in dramatic cost savings. You’ll have better access to VMware resources and better visibility into VMware solutions and product roadmaps, giving you a more strategic view and helping you to plan for and adopt new technology faster. Finally, you will have a VMware expert embedded within your team, someone that’s focused on maximizing your VMware investment and improving IT performance.

**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.