



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:

- Technology Assessments identify gaps impeding your progress and provide prioritized recommendations for improvements
 - Best practice, interoperability, and compatibility reviews
 - Technical Readiness Assessment
- Solution guidance and planning for the development of a future state roadmap to advance your technology objectives based on the assessment of your capabilities and goals
 - Guidance to scale out your environment
 - Technology workshops and learning path recommendations to upskill your team

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- Recommendations for improving efficiency, resiliency, security, and sustainability for operational optimization
 - Identify areas where potential system degradation and bottlenecks can impact system health using environment performance metrics for
 - Product optimization recommendations and right sizing guidance of VDI machines to VMware vCenter, pod size, number devices per VMware Unified Access Gateway, and more
- Periodic comparisons of operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience

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.

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.

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.