

# Lead Technical Account Management Services

Accelerate solution time to value

## AT A GLANCE

Lead 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 multiple VMware initiatives on track.

## KEY BENEFITS

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

## Business challenge

Business stakeholders are challenging IT organizations to identify, utilize and prove how technology is helping them drive business outcomes. IT organizations are being driven to move away from operating in a reactive mode and to focus on strategic projects that propel the business forward. That's why you've invested in VMware technology – to help you innovate faster, reduce costs and gain efficiencies. Your organization must determine the best way to accelerate VMware solution time to value and optimize current and future technologies, while reducing risk and cost. However, as a large enterprise with multiple business stakeholders and disparate IT challenges that encompass multiple transformation initiatives, you have unique needs.

## Services overview

VMware Lead Technical Account Management Services are designed to ensure your organization is prepared to take full advantage of VMware investments that span multiple IT transformation initiatives across sites, regions, and/or subsidiaries. We provide a consistent view and focal point enabling your agreed-upon strategy to be applied dependably across the whole organization, ensuring technical consistency and best practice sharing among the entities.

Lead Technical Account Management Services ensure technical consistency and best practices sharing across all the activities and deliverables executed by your Technical Account Managers across the organization which include:

- Assessments that provide next step, outcome-focused roadmaps and plans for keeping multiple 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, developed 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

#### LEARN MORE

Visit [vmware.com/services](https://vmware.com/services).

#### FOR MORE INFORMATION

Contact a Professional Services expert at [vmware.com/company/contact.html](https://vmware.com/company/contact.html).

#### TERMS AND CONDITIONS

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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.

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

Lead 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, Lead Technical Account Management Services customers also enjoy exclusive access to programs 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.

#### The right fit for your organization

Lead Technical Account Management Services are provided by senior, cross-discipline experts and are offered full-time, 5 days per week.

#### Benefits

With VMware's Lead Technical Account Management Services, your multi-faceted infrastructure-related projects can be completed faster and better, accelerating the time-to-value. 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. Your Lead Technical Account Manager provides a consistent view and liaison point for customers with multiple sites, regions, and subsidiaries to help align the technology strategy to business outcomes. This results in IT operations being more effective and efficient resulting in dramatic cost savings. Your VMware expert is embedded within your team, someone that's focused on coordinating and overseeing your multiple IT transformation initiatives and maximizing your VMware investment across IT environments to drive ROI and improve IT performance.

Learn more about both quantitative and qualitative benefits in the [Forrester Total Economic Impact™ Study](#) that examines the financial impact of VMware Technical Account Management Services across multiple organizations.