



Multi-Cloud Technical Account Management Services

Accelerate solution time to value

At a glance

VMware Multi-Cloud 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 on-premises and cloud 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

An organization's success is increasingly dependent on technology that facilitates quick and easy access to IT services. VMware's multi-cloud technology gives you the freedom to modernize your infrastructure, and operate consistently across the data center, the edge, and any cloud. However, many organizations find they have little time and budget to focus on innovation, optimization of existing resources, upgrades, and new technology adoption.

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 Multi-Cloud Technical Account Management Services are designed to ensure your organization is prepared to take full advantage of your cloud 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.

Multi-Cloud Technical Account Management Services activities include:

- Technology Assessments identify gaps impeding your progress and provide prioritized recommendations for improvements
 - Best practices, 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
 - Performance metrics analysis to identify areas where potential system degradation and bottlenecks can impact system health
 - Product optimization recommendations and right sizing guidance for VMs, cluster size efficiencies, storage performance, and host configurations
- Periodic comparisons of operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience

Multi-Cloud 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, Multi-Cloud 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 transformation goals. This includes local workshops, roundtables, and webcasts.

VMware Technology Focus		
VMware Aria	VMware vSphere®	VMware vSAN™
VMware Cloud® on AWS	VMware Cloud® on Dell EMC	Azure VMware® Solution
Google Cloud VMware® Engine	IBM Cloud® for VMware Solutions	VMware Aria Cost™ powered by CloudHealth®
Oracle Cloud VMware® Solution	VMware Telco Cloud Platform™	Alibaba Cloud VMware® Solution
VMware Cloud Foundation™	VMware Cloud Foundation™ on VxRail	Multi-Cloud Operations

Benefits

With Multi-Cloud Technical Account Management Services, your cloud-related projects can be completed faster and effectively, accelerating the time-to-value. 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 cloud 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.