

# VMware Virtual Cloud Network Technical Account Management Services

Maximize the value of your VMware investments

## AT A GLANCE

VMware Virtual Cloud Network 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 network and security products and solutions
- Optimize operations to realize cost savings
- Keep pace with rapid technology changes

## Business challenges

Every organization is being redefined by digital transformation, driven by the need to innovate and adapt to stay competitive. This transformation increases demands on networking and security teams who are charged with ensuring the safety and integrity of the business and its operations. IT organizations are challenged with adopting zero-trust security, extending network access across clouds, managing containers as first-class citizens, and accelerating the delivery of networking. To meet these challenges, organizations are choosing innovative, software defined solutions from VMware. This requires adopting intelligent and scalable load balancing, advanced threat protection, multi-cloud visibility and analytics, software defined networking, high-performance, reliable branch access and policy-driven command and control, all while continuing to support the day-to-day operations of the business.

Organizations are faced with determining the best way to accelerate VMware solutions' time to value and optimizing current and future technologies, while mitigating risk and reducing cost. The level of expertise required to transform traditional networking and security models is in short supply.

## Services overview

VMware Virtual Cloud Network Technical Account Management Services are designed to ensure your organization is prepared to take full advantage of your VMware network and security investments and help you attain your long-term business and technology objectives.

Virtual Cloud Network Technical Account Management Services activities and deliverables include:

- Assessments that provide next step, outcome-focused network and security roadmaps and plans for keeping 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
- 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

#### 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) or your on-site VMware Technical Account Manager.

- Progress and results reviews to confirm activities are aligned with stated business goals and priorities
  - Regularly scheduled progress and results reviews will summarize areas of impact, key achievements, operational status, and key metrics to ensure activities are aligned with your stated business and technology objectives

Virtual Cloud Network 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, Virtual Cloud Network Technical Account Management Services customers also enjoy exclusive access to VIP programs, such as NSX Rapid Deployment, NSX-V to NSX-T Migration teams, 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.

#### The right fit for your organization

Virtual Cloud Network 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 Virtual Cloud Network Technical Account Management Services, your infrastructure-related projects can be completed faster and better, accelerating the time-to-value. IT operations can be made more effective and efficient with our quarterly customer enablement programs to upskill customer teams resulting in dramatic cost savings. You will 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 network and security expert embedded within your team, someone that is focused on maximizing your VMware investment and improving IT performance.

Customers who get the most value from a Virtual Cloud Network Technical Account Management Services have the following characteristics:

- Identified network and security optimization as a business-critical priority
- Currently in early stages of software-defined networking (SDN) transformation
- Require in-house expertise to educate and support both network and security teams
- Have an IT staff that is experienced but would benefit from consistent access to VMware subject matter experts

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