

# VMware Cloud Technical Account Management Services

Maximize the value of your VMware investments

## AT A GLANCE

VMware 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 cloud strategy
- Maximize value in VMware products and solutions
- Optimize operations to realize cost savings
- Mitigate risk using best practices
- Keep pace with rapid technology changes

## Business challenge

An organization's success is increasingly dependent on technology that facilitates quick and easy access to IT services. The promise of cloud technology provides this functionality. Yet in a typical organization, nearly three-quarters of IT resources are spent managing complex and brittle infrastructure. This leaves little time and budget to focus on innovation required to intelligently anticipate and adopt the cloud technologies that offer advanced management capabilities such as:

- Autoscaling, that can spin up and down resources as needed
- Self-service portals and APIs to provide standardized IaaS, PaaS, XaaS services
- Automation of infrastructure, development platform, provisioning, and pipelines

The need to adopt IT processes, define new roles and develop new skills that enable you to manage and operate at scale has never been greater. To meet these challenges, organizations are choosing innovative solutions from VMware. However, they grapple with the best way to accelerate VMware solution time to value and optimize current and future technologies, while reducing risk and cost.

## Services overview

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

Cloud Technical Account Management Services activities include:

- Assessments that provide next step, outcome-focused strategic 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
  - Identify areas where potential system degradation and bottlenecks can impact system health using environment performance metrics
  - Optimize performance leveraging application mapping and dependency planning
  - Streamline operations with periodic comparison of your operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience
- Progress and results reviews to confirm activities are aligned with stated business goals and priorities

#### 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 VMware Account Team

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, VMware Cloud Technical Account Management Services customers also enjoy exclusive access to VIP programs, leverage of prior deployments, 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

VMware Cloud 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

VMware understands that because every business is different, every cloud should be, too. Our approach is not about public, private or hybrid clouds or even “the cloud.” It is about *your* cloud—your enterprise’s journey to the right cloud model to match your business needs. Our holistic approach addressing infrastructure, applications, and operating model helps minimize disruption and ensure predictable outcomes. From deploying your cloud environment, to automating service delivery, to implementing operations and management, to migrating workloads, to driving consumption, we can help you improve IT efficiency, enable faster time to market for application releases, effectively manage and operate your environment, and improve your end user experience.

With VMware’s Cloud Technical Account Management Services, your infrastructure-related projects can be completed faster and effectively, accelerating the time-to-value. 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 cloud expert embedded within your team, someone that is focused on maximizing your VMware investment and improving IT performance.

#### 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.

