



# Network and Security Technical Account Management Services

## Accelerate solution time to value

### At a glance

VMware Network and Security 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 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

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. 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. Leveraging a VMware technology expert can help maximize the value of VMware investments quickly while reducing risk and cost.

### Overview

VMware Network and Security Technical Account Management Services are designed to ensure your organization is prepared to take full advantage of your VMware 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.

Network and Security 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

**Learn more**

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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
  - Rightsizing and product optimization guidance
- Periodic comparisons of operations and processes to known best practices of similar organizations, using guidance from our product teams and years of experience

Network and Security 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, Network and Security 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 network and security workshops, roundtables, and webcasts.

VMware Technology Focus		
VMware NSX Cloud™	VMware NSX® Data Center	VMware NSX® Distributed IDS/IPST™
VMware NSX® Intelligence™	VMware NSX® Service-defined Firewall™	VMware Tanzu® Service Mesh™ Advanced edition
VMware HCX®	VMware NSX® Advanced Load balancer™	VMware SD-WAN™ by VeloCloud®
VMware vRealize® Network Insight™		

**Benefits**

With Network and Security 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 network and security 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.

