



Technical Account Management Services

Accelerate solution time to value

At a glance

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 help keep your VMware initiatives on track.

Key benefits

- Accelerate your VMware solution time to value
- Increase IT staff knowledge and abilities
- Optimize operations to realize cost savings
- Reduce operational risk with health checks and best practice guidance
- Keep pace with rapid technology changes
- Participate in exclusive events

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 focus on strategic projects that propel the business forward. That is why you have 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. VMware Technical Account Management Services can help.

Overview

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

- Assessments that help you develop outcome-focused roadmaps and plans for advancing your transformation and operational excellence
 - Quantify your team's process and skills maturity against established performance metrics to create baselines for your team's capabilities
 - Develop a roadmap that advances your future state targets based on the assessment of your capabilities and goals
 - Facilitate workshops and skills development sessions to increase your staff's knowledge and abilities
- Solution guidance and best practice reviews to identify performance optimization opportunities
 - Gather performance metrics to identify areas where potential system degradation and bottlenecks can impact system health
 - Conduct a 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

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- Perform system health checks to provide recommendations for improving efficiency, resiliency, security, and sustainability for operational optimization
- Provide industry insights and share our combined global experience to help you realize cost savings and reduce operational risk

Technical Account Management Services provide direct connections to VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

As a Technical Account Management Services customer, you will have exclusive access to programs and events that allow your organization to engage with subject matter experts relevant to your transformation goals. This includes TAM Customer Central at VMware Explore, local workshops, roundtables, and webcasts.

Technical Account Manager (TAM)

A TAM is a highly skilled advocate and advisor who comes to intimately know your organization and its objectives. The TAM acts as an extension of your team, equipping you with proven methodologies and exclusive tools to supply deep insights, mitigate risks, and identify areas for technical alignment and optimization. TAMs are highly skilled in a specific technology discipline for VMware's multi-cloud, digital workspace, virtual cloud network or app modernization technologies. Many customers will benefit from multiple TAMs to ensure coverage across the VMware portfolio.

Lead TAM

Lead TAMs ensure technical consistency and best practices sharing across all the activities and deliverables executed by your technology discipline TAMs who are supporting your initiatives which may span sites, regions, and/or subsidiaries.

Virtual TAMs

A virtual TAM provides services remotely to small and medium-sized organizations.

The right fit for your organization

Technical Account Management Services are sized to the scale and complexity of the business – 1 day per week, 2 ½ days per week or 5 days per week.

Benefits

With 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, helping you to plan for and adopt new technology faster. Finally, you will have a VMware expert embedded within your team, someone who is focused on maximizing your VMware investment and improving IT performance and efficiencies.

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