

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 keep your VMware initiatives on track.

KEY BENEFITS

- Accelerate solution time to value of your VMware products and solutions
- Optimize operations to realize cost savings
- Keep pace with rapid technology changes

FORRESTER TOTAL IMPACT™ STUDY

Learn more about both quantitative and qualitative benefits in the [Forrester Total Economic Impact™ Study](#) that examines the financial impact of VMware Technical Account Management Services across multiple organizations.

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's why you've 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.

Services overview

VMware 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 and deliverables include:

- Assessments that provide next step, outcome-focused roadmaps and plans for keeping transformation and 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
- Solution Guidance and 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
- Optimize Operations to confirm activities are aligned with stated technology goals and priorities
 - Perform system health checks to provide recommendations for improving efficiency, resiliency, security, and sustainability
- Industry insights and benchmarking to realize cost savings and reduce operational risk
 - Leverage our combined global experiences to help you stay ahead of technology changes

LEARN MORE

Visit vmware.com/services.

FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html.

- o Measure your environment against industry benchmarks in operational excellence and technical maturity

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, Technical Account Management Services customers also enjoy exclusive access to programs 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.

Technical Account Manager (TAM)

TAM Services are available to address four main technology disciplines delivered by experts with specific training and, resources and purpose-built tools to help customers achieve their desired outcomes. Many customers will benefit from multiple TAM engagements to ensure coverage across the VMware portfolio.

<p>Multi Cloud</p> <ul style="list-style-type: none"> • SDDC and Private Cloud • Hybrid and Public Cloud • Management and Automation • Hyperconverged Infrastructure • VMware BC/DR offerings 	<p>Virtual Cloud Networking</p> <ul style="list-style-type: none"> • Hybrid and Public Cloud VMware Network offerings • Hybrid and Public Cloud VMware Security offerings • Network Management and Automation
<p>Digital Workspace</p> <ul style="list-style-type: none"> • Workspace ONE UEM and Access • Horizon (on-premises and cloud) • VDI and/or Dynamic Environment Manager 	<p>Application Modernization</p> <ul style="list-style-type: none"> • Tanzu Application Service • Tanzu Kubernetes Grid • Tanzu Data

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.

Specialist TAMs

Specialist TAMs are complementary to the TAM role but are highly skilled in a specific technology discipline. They have in-depth familiarity with your business and environment, so they can customize technology adoption and optimize operations.

Virtual TAMs

We also offer a virtual TAM which provides a set of standard services delivered remotely and largely focused on small and medium-sized organizations.

The right fit for your organization

Technical Account Management Services are sized to the scale and complexity of the organization — up to 1 day per week, 2 1/2 days per week or 5 days per week.

Benefits

With VMware’s 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 resulting in dramatic cost savings. You’ll 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 expert embedded within your team, someone that’s focused on maximizing your VMware investment and improving IT performance.

