Technical Account Management Services
Accelerate solution time to value

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.

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

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
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- Optimize operations to realize cost savings
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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)**

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 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.

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.

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Visit vmware.com/services.

**FOR MORE INFORMATION**

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

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**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.