Tanzu Technical Adoption Management Support

Accelerate VMware Tanzu Technology Initiatives

AT A GLANCE

VMware Tanzu Technical Adoption Management Support provides your organization with the VMware Tanzu expertise, advocacy, and advisory skills to keep your VMware initiatives on track.

KEY BENEFITS

• Accelerate solution time to value of your VMware Tanzu products and solutions

• Optimize operations through proactive guidance and best practices

• Keep pace with rapid technology changes

SKU

TAM-TANZU-12-TIER-1-B

TAM-TANZU-12-TIER-2-B

TAM-TANZU-12-TIER-3-B

TAM-TANZU-UG-TIER-1-2-B

TAM-TANZU-UG-TIER-1-3-B

TAM-TANZU-UG-TIER-2-3-B

DURATION

12 Months

Business challenge

Investments in people and technology are required to win in today's economy. Teams are ready to take on more complex challenges. Users expect applications that are innovative and emerging markets demand they be delivered rapidly. Yet nearly three-quarters of IT resources are typically spent managing existing complex infrastructure and systems.

The VMware Tanzu® portfolio of innovative, software-defined solutions exists to address these challenges. The portfolio provides the tools necessary to transform how modern applications are built, run, and managed. Your organization's challenge is to determine the best way to accelerate VMware Tanzu adoption and optimize current and future technologies, while reducing risk and cost.

Overview

VMware Tanzu Technical Adoption Management Support ensures that your organization can take full advantage of your VMware Tanzu investment. This remotely delivered service can help you attain your long-term technology objectives.

Tanzu Technical Adoption Management Support assists your implementation of Tanzu products and focus on innovation through Site Reliability Engineering and Best Practice strategies. Our goal is to establish a meaningful partnership by understanding your environment, applications, challenges, and business objectives.

Tanzu Technical Adoption Management Support offers deep technical understanding of the VMware Tanzu product set including:

• VMware Tanzu® Application Service™

• VMware Tanzu® Application Platform™

• VMware Tanzu® Kubernetes Grid™

• VMware Spring® Runtime

• VMware Data Solutions™

We work closely with your VMware Tanzu platform and application development teams to deliver personalized support that meets your unique requirements.

vmware®

Tanzu Technical Adoption Management Support activities include:

• Assessments that provide roadmaps, plans, and next steps for operational excellence

– Identify skill gaps and facilitate technical sessions to increase knowledge and abilities

– Provide technical needs analysis, coordinate with subject matter experts, and make recommendations for features and upgrades that meet requirements

– Offer proactive maintenance and upgrade planning guidance

– Lead technical reviews and contribute to root cause analyses to help drive continuous improvement

• Support guidance using best practices

– Compare Tanzu platform to known best practices of similar organizations; use our product team's guidance and years of experience

– Interact regularly via preferred communication channels to drive faster issue resolution and responses to questions

– Coordinate with technical and management teams and provide heightened awareness for major customer events

– Direct system access for log retrieval and review (only for the 5 days per week support commitment)

• Progress and results reviews to confirm alignment of support with stated business goals and priorities

– Weekly Status or daily standup calls to discuss ongoing project activities, priorities, challenges, and plans

– Quarterly / Bi-annual Reviews to present and discuss highlights, accomplishments, and planning for quarter/year ahead

Tanzu Technical Adoption Management Support facilitates direct conversations with VMware resources across professional services, product management, engineering, and support to help you achieve your objectives.

The right fit for your organization

Tanzu Technical Adoption Management Support is sized to the scale and complexity of the business. This remotely delivered support is available for 1 day per week (Tier 1), 2 1/2 days per week (Tier 2) or 5 days per week (Tier 3).

Benefits

VMware understands that every business is different. Tanzu Technical Adoption Management Support takes a personalized approach to your journey. We are here to support your organization, while you successfully build, run, and manage modern applications that meet and exceed your business objectives.