

VMWARE VIRTUAL TECHNICAL ACCOUNT MANAGER

AT A GLANCE

The Virtual Technical Account Manager (VTAM) Service provides smaller IT organizations with a go-to VMware expert who helps ensure that VMware investments deliver ongoing value.

During the engagement period, your VTAM will:

- Document your virtual infrastructure
- Analyze your environment and recommend a Technical Improvement Plan (TIP) to help you focus on a targeted course of action
- Address technical concerns that are impacting day-to-day operational efficiency
- Work with you to implement best practices that increase your operational stability and help prevent future problems

KEY BENEFITS

Your VTAM:

- Is focused on achieving your IT outcomes
- Helps you transition your IT operations from reactive to proactive
- Supports your team in maintaining a stable, operationally efficient VMware environment
- Enables smooth transitions to new VMware technologies

What You Get

Get Started

- Your VTAM will study and document your IT environment, and visit you onsite to get things started right
- Work with your VTAM during bi-weekly web-based meetings or via phone

Get Connected

- Gain access to vLink—a secure place to collaborate with your VTAM on important projects and issues, share files, and get up-to-the-minute news and alerts
- Interact with leading product experts in Virtual Town Halls

Get Help

- Get answers to your advanced technical questions before a break/fix event occurs
- Reduce risk before production environments go live with upgrade plan reviews

Get a Plan

- TIPs help you optimize your capabilities through proven best practices in the following areas:
 - Compute Virtualization
 - Tier 1 Application Virtualization
 - High Availability for VMs
 - BCDR/Site Recovery for VMs
 - Converged Infrastructure
 - Capacity Management
 - Rapid Application Development
 - Predictability
 - Application-to-Infrastructure Mapping
- Benchmarking tools measure your progress

Get Results

- Periodic check-ins ensure that you're getting the most from the VTAM Service, and impact reports showcase your results

For More Information

More information about the VMware Virtual Technical Account Manager Service is available from your local VMware representative and at www.vmware.com/services.

PRICING AND SCOPING

- Service Term: One year
- Accessibility: Up to four hours per week (remote) from 9:00 AM – 5:00 PM local time, plus one onsite visit (T&E included)
- For pricing and availability, please contact your local VMware sales representative regarding SKU: TAM-VTAM

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General.

www.vmware.com/files/pdf/services/tc.pdf

About VMware Professional Services

The VMware Professional Services organization helps large and small businesses realize the full potential of software-defined technologies by implementing the virtual and cloud computing strategies enabled by VMware solutions. Our specialists use proven best practices to facilitate IT outcomes that accelerate business innovation, empower employees, preserve customer trust, and streamline time-to-value. With expertise that spans the VMware solutions portfolio, we help companies around the world benefit from software-based networking, virtualization solutions, and cloud applications that are delivered safely on any device.

www.vmware.com/services

