



# VMware Technical Adoption Management Services for End User Computing

## Accelerate solution time to value

### At a glance

VMware Technical Adoption Management Services for End User Computing 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 time to value of your VMware Anywhere Workspace strategy.
- Increase IT staff knowledge and abilities.
- Optimize operations to realize cost savings.
- Reduce operational risk with technology assessments and best practice guidance.
- Keep pace with rapid technology changes.
- Participate in exclusive events.

### Business challenge

Companies today are looking to provide end user computing solutions with greater flexibility; enabling employees to work from anywhere, using their preferred devices, while still ensuring effective security. Providing an employee-centric digital workspace is critical to supporting new business initiatives, with the shift to more distributed, remote teams, while fostering better ways to securely connect people with corporate resources.

To meet these challenges, organizations are choosing innovative solutions from VMware. Leveraging a VMware technology expert can help maximize the value of your investments quickly while reducing risk and cost.

### Overview

VMware Technical Adoption Management Services™ for End User Computing are designed to ensure your organization is prepared to take full advantage of your VMware Anywhere Workspace technology investments, optimize operations, and keep pace with rapid technology changes. A VMware subject matter expert, advocate, and advisor equips your organization with proven methodologies and exclusive tools to keep your initiatives on track. Activities include:

- Success planning to identify your business and IT outcomes along with recommendations for technical capabilities and activities needed for success.
- Technology assessment to identify gaps impeding your progress and provide prioritized recommendations for improvements through:
  - Best practice, interoperability, and compatibility reviews
  - Technical Readiness Assessment
- Solution guidance to develop a future state roadmap that advances your technology objectives based on the assessment of your capabilities and goals.
  - Guidance to scale out your environment.

## Learn more

Visit [vmware.com/services](https://vmware.com/services).

## The Right Fit

Technical Adoption Management Services for End User Computing are sized to the scale and complexity of the business with options for – up to 1 day per week, up to 2 ½ days per week and up to 5 days per week. Technical Adoption Management Services for End User Computing are provided through a combination of remote and on-site visits with availability aligned to local business hours.

## Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the [VMware ONE Contract Center](https://vmware.com/one-contract-center). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

This service must be delivered and accepted within the first 12 months of purchase, or the service will be forfeited. Pricing for this service excludes travel and other expenses. For detailed pricing, contact your local VMware representative.

- Technology workshops and learning path recommendations to upskill your team.
- Recommendations to improve efficiency, resiliency, security, and sustainability for operational optimization.
  - Identify areas where potential system degradation and bottlenecks can impact system health using environment performance metrics.
  - Product optimization recommendations and right sizing guidance of VDI machines to VMware vCenter, pod size, number devices per VMware Unified Access Gateway, and more.
- Periodic comparisons of operations and processes to known best practices of similar organizations using guidance from our product teams and years of experience.
- Monthly touch points to ensure progression of your success plan and that all your VMware services are meeting your needs.
- Executive Business Reviews to report on progress and upcoming milestones for continuous stakeholder alignment.

Exclusive access to VIP programs and events allows your organization to engage with subject matter experts relevant to your transformation goals. This includes local workshops, roundtables, and webcasts.

## VMware Technology Focus

VMware Horizon®	VMware Workspace ONE® Intelligent Hub	VMware Workspace ONE® Assist™ for VMware Horizon®
VMware Horizon® Cloud Service™	VMware Workspace ONE® Productivity Apps	VMware App Volumes™
VMware Workspace ONE® UEM	VMware Workspace ONE® Assist™	VMware Dynamic Environment Manager™
VMware Workspace ONE® Access™		

## Benefits

With Technical Adoption Management Services for End User Computing, you can maximize the value of your VMware investments. You will have greater access to VMware resources and deeper visibility into VMware solutions and product roadmaps, so you can plan for and adopt new technology faster. Finally, you will have a VMware end user computing expert embedded within your team, someone who is focused on maximizing your VMware investment and improving IT performance and efficiencies.