VMware Technical Adoption Management Services

For U.S. Federal Agencies

At a glance

VMware Technical Adoption Management Services for U.S. Federal Agencies provide your organization with a VMware subject matter expert, advocate and advisor who will equip your organization with proven methodologies and exclusive tools to help keep your VMware initiatives on track.

Key benefits

- Delivered by U.S. citizens.

- Accelerate your VMware solution time to value.

- 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

Business stakeholders are challenging IT organizations to identify, utilize and prove how technology is helping them drive business outcomes. IT organizations must move away from operating in a reactive mode and focus on strategic projects that propel the business forward. That is why you have invested in VMware technology – to help you innovate faster, reduce costs and gain efficiencies. You need to determine the best way to accelerate solution time to value and optimize current and future technologies, while reducing risk. VMware Technical Adoption Management Services™ for U.S. Federal Agencies can help.

Overview

Technical Adoption Management Services for U.S. Federal Agencies are designed to ensure your organization is prepared to take full advantage of your VMware investments and achieve your outcomes. 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:

  o Best practice, interoperability, and compatibility reviews

  o 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.

  o Guidance to scale out your environment.

  o Technology workshops and learning path recommendations to upskill your IT team.

vmware®

Learn more

Visit vmware.com/customer-success.

The Right Fit

Technical Adoption Management Services for U.S. Federal Agencies 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 are provided through a combination of remote and on-site visits with availability aligned to local business hours.

Technical Adoption Management Services for U.S. Federal Agencies is available only to customers who purchase their licenses from the U.S. Federal Price List / GSA Schedule through VMware's authorized Government Dealer.

Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the VMware ONE Contract Center. The contracting entity for the service will be VMware, Inc.

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.

- Recommendations to improve efficiency, resiliency, security, and sustainability for operational optimization.

  o Performance metrics analysis to identify areas where potential system degradation and bottlenecks can impact system health.

  o Rightsizing and product optimization guidance

- 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.

Technical Adoption Management Services for U.S. Federal Agencies provide direct connections to VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

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.

Technical Adoption 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 VMware technology discipline for multi-cloud, end user computing, or network and security. Many customers will benefit from multiple TAMs to ensure coverage across the VMware portfolio.

Virtual TAMs

A Virtual TAM provides services remotely up to a half day per week to small and medium-sized organizations.

Benefits

With Technical Adoption Management Services for U.S. Federal Agencies, your cloud-related projects can be completed faster and effectively, accelerating the time-to-value. You will have greater access to VMware resources and deeper visibility into VMware solutions and product roadmaps, helping you to plan for and adopt new technology faster. Finally, you will have a VMware expert embedded within your team, someone who is focused on maximizing your VMware investment and improving IT performance and efficiencies.