



Technical Account Management Services

For U.S. Federal Agencies

At a glance

Technical Account 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 are being driven to 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. 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. VMware Technical Account Management Services for U.S. Federal Agencies can help.

Overview

Technical Account Management Services for U.S. Federal Agencies are delivered by U.S. citizens. They 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 for U.S. Federal Agencies activities include:

- Technology Assessments identify gaps impeding your progress and provide prioritized recommendations for improvements
 - Best practice, interoperability, and compatibility reviews
 - Technical Readiness Assessment
- Solution guidance and planning develops a future state roadmap to advance your technology objectives based on the assessment of your capabilities and goals
 - Guidance to scale out your environment
 - Technology workshops and learning path recommendations to upskill your IT team
- Recommendations for improving efficiency, resiliency, security, and sustainability for operational optimization
 - Performance metrics analysis to identify areas where potential system degradation and bottlenecks can impact system health

Learn more

Visit vmware.com/customer-success.

- 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

Technical Account Management Services provide direct connections to VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

As a Technical Account Management Services customer, you will have exclusive access to programs and events that allow your organization to engage with subject matter experts relevant to your transformation goals. This includes local workshops, 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 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 to small and medium-sized organizations.

The right fit for your organization

Technical Account Management Services for U.S. Federal Agencies are sized to the scale and complexity of the business – ½ day per week (Virtual TAM only) 1 day per week, 2 ½ days per week or 5 days per week.

Additional Information

Technical Account 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.

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.

Benefits

With Technical Account 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.