

VMware vFabric Technical Account Manager Services

Expert guidance to accelerate adoption and foster success of vFabric solutions

AT A GLANCE

A VMware vFabric Technical Account Manager is a cross-functional advisor and customer advocate who serves as an extension of your IT transformation team.

BENEFITS

- Enhance visibility of application modernization and agile data initiatives across multiple lines of business, organizations, and application owners through a single focal point.
- Increase return on investment by accelerating standardization, aligning people and processes according to proven VMware vFabric best practices for cloud application platform.
- Mitigate risk by identifying common pitfalls and best practices in large vFabric implementations.
- Accelerate success by expanding your organization's understanding of application modernization, agile data, virtualization and related technologies supporting more efficient, agile, IT service delivery models.



VMware vFabric TAMs bring application modernization experience and virtualization insights to your team, helping you to realize success with VMware vFabric solutions.

Overview

The VMware vFabric Technical Account Manager Service (TAM) helps address the tactical and operational challenges and opportunities in application modernization and agile data initiatives.

Backed by the resources of VMware, vFabric TAMs bring extensive cloud application platform and virtualization experience to your team to provide expertise and insight to foster success with VMware vFabric solutions. TAMs:

- Minimize operational hurdles and deploy solutions faster
- Leverage VMware vFabric best practices and solutions
- Coordinate issue management, escalation and resolution
- Advocate customer needs and concerns with VMware vFabric decision makers
- Advance the organization's knowledge of VMware vFabric technologies

Customer Profile

VMware vFabric Technical Account Manager Service is ideal for customers who:

- Need VMware vFabric expertise and program management to build sponsorship, increase cross-organizational visibility, improve ROI, and mitigate risk of potential implementation delays.
- Depend on VMware vFabric as a cloud application platform for mission-critical IT infrastructure.
- Benefit from a VMware vFabric validated strategy, investment timeline, and readiness to ensure smooth implementation across the IT ecosystem.
- Require specialized expertise to help accelerate enterprise transformation, application modernization and/or data transformation and virtualization initiatives.

Key Activities

ACTIVITY	DESCRIPTION
Organizational Review	<ul style="list-style-type: none"> Meet with key stakeholders to review goals, challenges and current implementation plans to increase alignment and visibility
Scope	– Up to one business day per week
Program Management	<ul style="list-style-type: none"> Provide status reports on current initiatives and TAM-related issues
Customer Advocacy	<ul style="list-style-type: none"> Proactive liaison and focal point into VMware to address business and technical hurdles Communicate customer product feature requests to VMware vFabric Product Development teams Invitation to exclusive TAM customer events
Business Analytics Reporting	<ul style="list-style-type: none"> Program-wide metrics and trends dashboard for customer benchmarks (unattributed)
Knowledge Transfer	<ul style="list-style-type: none"> Product deep dives and workshops with VMware vFabric experts Product roadmap briefings on specific vFabric products on request (under NDA)

Deliverables

- vFabric TAM Executive Summary Report
 - Produce semi-annual report to document goals, activities, status on selected application modernization or agile data initiatives.
 - Documents current business drivers, application objectives
 - Evaluates initial processes and prioritizes areas to address
 - Reviews vFabric license management and allocation

TAM Day at VMworld

All VMware vFabric Technical Account Manager Services customers are invited to participate in exclusive TAM customer events, including TAM Day at VMworld Conferences. TAM Day includes non-disclosure presentations from VMware thought leaders on the latest VMware solutions and business direction.

Pricing and Scope

The VMware vFabric Technical Account Manager Service provides a VMware resource one business day per week for a 12-month period. For pricing, please contact your local VMware Sales Representative. SKU: CON-S2-TAM-TIER-1

Related Services

- VMware vFabric Strategic Technical Account Manager (S-TAM) – A cross-functional advisor and customer advocate serves as part time extension of your strategic IT transformation team; part time, 2.5 days/week.
- VMware vFabric Dedicated, Strategic Technical Account Manager (DS-TAM) – A cross-functional advisor and customer advocate serves as an extension of your strategic IT transformation team; full-time, 5 days per week.

For More Information

For more information about VMware vFabric Technical Account Manager Services contact your local VMware representative or visit www.vmware.com/services.

About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and cloud application platform and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

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