

VMWARE DEDICATED TAM SERVICE

A Long-Term Advocate to Ensure Value Realization

AT A GLANCE

VMware Technical Account Managers (TAMs) are uniquely qualified to support your digital transformation journey and provide unrivaled product knowledge and proven skills to help you streamline deployment and improve operations of your VMware platform. Backed by the resources of the entire VMware organization and armed with best practices, TAMs work with you to minimize operational risks and ensure value realization for your IT investment.

KEY BENEFITS

- Customer Advocacy
- Insight and Planning
- Analytics and Measurements
- Best Practices
- Risk Mitigation
- Special Programs Access

HOW WE WORK WITH OUR CUSTOMERS

- We collaborate and listen
- We set strategic objectives and execute with measurable outcomes
- We ask innovative questions and provide actionable answers
- We imagine new possibilities and deliver unrivaled insight
- We embrace challenges and tackle complexity with rigor
- We transfer knowledge, skills, and confidence—enabling you to efficiently run and operate your VMware environments

Overview

VMware Dedicated Technical Account Managers are full-time cross-functional advisors that work exclusively with your organization to ensure value realization. This long-term partnership enables your Dedicated TAM to develop a comprehensive understanding of your business objectives and bring to bear the full backing of VMware in support of your vision. They are seasoned staff skilled in managing complexity across large entities and tackling major IT transformation initiatives.

Your Dedicated TAM Offers:

- **Strategy**
 - Align your IT business priorities
 - Address capability gaps and build roadmaps
- **Maximize Investments**
 - Accelerate solution benefits
 - Work to optimize technology
 - Deliver best practices
- **Access**
 - A liaison between you and VMware
 - Provide insider information and exclusive programs
- **Analytics and Growth**
 - Prepare an environmental assessment
 - Provide peer comparisons

All TAM Services utilize standard and proven methodology specifically designed to deliver desired IT business outcomes.

Key Outcomes

- Ensure your business and technical needs are understood throughout VMware
- Maximize and accelerate solution adoption and value realization
- Prevent issues and resolve challenges faster
- Leverage new capabilities quickly
- Optimize VMware solutions
- Create closer connection to VMware thought leadership and peers

PRICING AND SCOPING

The VMware Dedicated TAM Service includes up to 5 business days of service per week over a 12-month period. For pricing, please contact your local VMware Sales Representative.

VMware SKU: TAM-TIER-3

FOR MORE INFORMATION

More information about the VMware Dedicated TAM Service and related services is available from your local VMware representative and at www.vmware.com/services.

TERMS AND CONDITIONS

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

Customer Profile

You should consider the Dedicated Technical Account Manager Service if:

- The complexity and diversity of your company creates unique challenges for implementing and operating virtualization or cloud computing technologies
- Your large scale organization demands IT transformation and you would like a technology-savvy, business-minded partner to best align technical priorities against line of business and geographic objectives
- VMware projects span your entire enterprise including multiple businesses and geographies
- You want assistance developing and communicating strategies and business cases that address the breadth and diversity of your enterprise
- You want a single point of contact focused on helping identify opportunities for full realization of your VMware technology investment
- You want constant, proactive advocacy of your needs within VMware

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

www.vmware.com/services

