



Professional Services Service Delivery Executive

Speed your complex transformations

At a glance

The Service Delivery Executive will be your single point of coordination and accountability for all services provided by VMware Customer Experience and Success.

Key benefits

- Faster and more successful transformation
- Improved business outcome achievement and value realization
- Single point of contact and accountability for all VMware CXS services
- Visibility across all VMware Professional Services delivery engagements
- Reduced risk and improved mitigation strategies
- Better, more efficient cross-functional communication

Transformation initiatives have moved beyond infrastructure modernization as organizations pursue larger and more complex endeavors. These initiatives are frequently executing concurrent workstreams and involve multiple VMware technologies, solutions, and teams.

Service overview

This service is designed to speed your transformation and achieve your business outcomes by helping you optimally design, build, and operate your VMware solutions. We provide you with a Service Delivery Executive and an Enterprise Architect who have the deepest expertise and experience with VMware products and services. The service will provide you with an integrated view of all Professional Services engagements and give you a single point of accountability for all services provided by VMware Customer Experience and Success (CXS)¹.

Service Delivery Executive

Your Service Delivery Executive (SDE) is an industry expert well-versed in the VMware portfolio who will be accountable for the delivery of all our services. They will provide you with:

- Governance and management across all VMware delivery programs and teams
- Transformation strategy advice on how to apply technology to business outcomes
- A continuously maintained VMware technology roadmap, an adoption plan, and alignment of programs to your business goals with KPIs
- Focused oversight and accountability for all CXS lines of business
- Delivery executive relationship management

¹ CXS is Professional Services, Customer Success, Learning, and Global Support

Learn more

Visit vmware.com/services.

Enterprise Architect

Your Enterprise Architect has domain and hands-on delivery expertise across the VMware portfolio. They will bring CTO-level technical expertise to help guide and align our cross-discipline Professional Services initiatives and resources. Your Enterprise Architect will provide:

- Architectural guidance on how to apply the VMware portfolio to achieve your transformation
- Architectural design expertise across all Professional Services programs to ensure it aligns with your business outcomes
- A technology architecture and capability roadmap across the entire VMware portfolio
- Guidance for all domain-level architects

Benefits

The service is designed to support our customers who have the most challenging transformations and make them successful faster. Our goal is to provide you with world class professional services delivery. The team:

- Gives you a single point of accountability for all of VMware Customer Experience and Success
- Provides an integrated view of all Professional Services engagements
- Gives you access to top VMware executives when you need it
- Ensures our team aligns to your strategic goals and business outcomes
- Reduces risk
- Advocates for feature enhancements, roadmaps, and issue resolution