Virtual Technical Account Management Services

Accelerate solution time to value

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's 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.

Overview

VMware Virtual Technical Account Management Services (VTAM) are designed to provide smaller IT organizations with a go-to VMware expert who helps ensure that your VMware investments deliver ongoing value.

What You Get

Your VTAM Services are focused on you and helping you achieve your objectives. We will:

- Start reviewing your IT environment and visit you onsite
- Stay aligned through bi-weekly, VTAM-led online meetings
- Help you gain access to vLink by Slack which is a secure place to collaborate with your VTAM on important projects and issues, share files and get up-to-the-minute news and alerts
  - Instantly engage and interact with you and other members of the VTAM community
  - Get answers to your advanced technical questions before a break/fix event occurs
- Reduce your risk before production environments go live with upgrade plan reviews
- Target a strategic path for deploying new software, upgrading existing infrastructure or improving your environments stability and operations
  - Navigate the planning and requirements for ensuring a successful software deployment
  - Provide guidance for getting your infrastructure current
  - Optimize and stabilize deployed software
- Periodic check-ins ensure that you are getting the most from your VTAM Services and impact reports showcase your results to key stakeholders

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Visit *vmware.com/services*.

PRICING AND SCOPING

Contact your local VMware Sales Representative for pricing and availability regarding SKU: TAM-VTAM

Service Term: One year

Accessibility: Up to four hours per week (remote) from 9:00am – 5:00pm local time, plus one onsite visit (T&E included)

TERMS AND CONDITIONS

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General *Terms and Conditions*. If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

Benefits

With VMware's Virtual Technical Account Management Services, your infrastructure-related projects can be completed faster and better, accelerating your time-to-value. IT operations can be made more effective and efficient to help you achieve dramatic cost savings. You will have better access to VMware resources and better visibility into VMware solutions to help you plan for and adopt new technology faster. Finally, you will have a VMware expert embedded within your team, someone who is focused on helping you maximize your VMware investment and improving your IT performance.

Learn more about both quantitative and qualitative benefits in the *Forrester Total Economic Impact™Study* that examines the financial impact of VMware Technical Account Management Services across multiple organizations.