

VMWARE NSX ENTERPRISE TECHNICAL ACCOUNT SPECIALIST SERVICE

Expertise for NSX Success

AT A GLANCE

VMware NSX® is a completely new and powerful operational model for networking. A VMware NSX Technical Account Specialist (TAS) provides specialized NSX product knowledge and skills you need to get the most value from your NSX investment. Backed by the resources of the entire VMware organization and armed with proven best practices, a VMware NSX TAS can help you succeed with NSX and optimize business resources for your IT transformation.

KEY BENEFITS

- Take full advantage of your VMware NSX investment by successfully leveraging its transformative power across your environment
- Receive advanced and customized technical and strategic networking guidance
- Gain a deeper understanding of the NSX roadmap and connect with VMware resources and thought leaders
- Get a knowledgeable, experienced resource who works alongside your team to implement effective network technology solutions
- Invitation to exclusive TAM customer events (e.g., TAM Customer Day @ VMworld)

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 NSX is a profound advancement in network operations and security. NSX network virtualization represents the same caliber of data center transformation that server virtualization began providing over a decade ago.

Getting the most value from a new technology like NSX requires expertise that is currently in short supply across enterprise networking teams. A VMware NSX Enterprise Technical Account Specialist (TAS) will help you break through current physical network barriers, enabling data center operations to achieve significant improvements in delivery speed, economies of scale, and solution portfolio quality.

Bring in a Specialist

A VMware NSX Enterprise TAS is a technology specialist that complements your existing TAM—nothing changes between you and your VMware TAM. A VMware NSX Enterprise TAS optimizes your experience by providing expert research and advice using a hands-on approach. This specialist is your single point of contact for managing NSX-related inquiries, finding information quickly, and connecting with other VMware experts as needed. The primary mission of the VMware NSX Enterprise TAS is to make your NSX implementation a success.

The VMware NSX Enterprise TAS is our midrange level of service and is assigned to you for an average of 2.5 days a week. A VMware NSX Enterprise TAS helps your networking team primarily in a design and consulting capacity on topics ranging from readiness planning and implementation support to automation, optimization, and service transformation. This level of service fits a wide range of enterprises, from those just getting started with NSX to those making a substantial commitment to the platform.

A VMware NSX Enterprise TAS will help you quickly and successfully adopt NSX by:

- Acting as a liaison between you and the VMware Professional Services, Product Management, and Support organizations to make sure you get the best and fastest service possible
- Preparing an NSX readiness assessment, training gap analysis, and education plan
- Offering performance, density, and scaling guidance, and some optimization planning support
- Providing operational and organizational transformation recommendations based on a thorough optimization analysis
- Facilitating transitions from Professional Services engagements to ongoing operations

PRICING AND SCOPING

The VMware NSX Enterprise TAS Service includes up to 2.5 business days of service per week over a 12-month period. For pricing, please contact your local VMware Sales Representative.

VMware SKU: TAS-NSX-Tier-2

FOR MORE INFORMATION

More information about the VMware NSX Technical Account Specialist Service and related services is available from your local VMware representative and at www.vmware.com/services.

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

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.

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

As with all VMware Professional Services, we focus on transferring knowledge so you can operate and improve your VMware environment, reduce costs, and accelerate business breakthroughs.

Customer Profile

You should consider the VMware NSX Enterprise Technical Account Specialist Service if:

- You are just getting started with NSX or are making a commitment to the NSX platform and are eager to quickly get the maximum possible return
- Your IT staff would benefit from consistent access to a VMware NSX expert
- The VMware Professional Services Organization is helping you implement NSX
- You want in-house expertise to educate and support your networking team and to help identify opportunities to optimize your NSX investment

