

# VMWARE NSX 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 the 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 Technical Account Specialist (TAS) will help you break through current physical network barriers, enabling data center operations to achieve significant improvements in delivery speed and economies of scale.

### Bring in a Specialist

A VMware NSX TAS is a technology specialist that complements your existing TAM—nothing changes between you and your VMware TAM. A VMware NSX TAS optimizes your experience by providing expert research and advice using a hands-on approach. This specialist helps you manage NSX-related inquiries, find information, and bring in other VMware experts if needed. The primary mission of a VMware NSX TAS is to make your NSX implementation a success.

The VMware NSX TAS is our entry level of service, and is assigned to you for an average of 1 day a week. A VMware NSX TAS helps your networking team primarily in a research and advisory capacity on topics ranging from readiness planning and implementation support to automation, optimization, and service transformation. This level of service is ideal for enterprises that are just getting started with the NSX platform, as well as those with IT staff who are well trained and experienced with NSX but would benefit from consistent access to expert advice.

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

- Preparing an NSX readiness assessment, training gap analysis, and education plan
- Supporting problem resolution management for issues related to design and planning
- Providing design and implementation research that includes best practice recommendations
- Delivering access to VMware experts and tools to help optimize the performance of your implementation

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 on your own.

## PRICING AND SCOPING

The VMware NSX TAS Service includes up to 1 business day of service per week over a 12-month period. For pricing, please contact your local VMware Sales Representative.

VMware SKU: TAS-NSX-Tier-1

## 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](http://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](http://www.vmware.com/services)

## TERMS AND CONDITIONS

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All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions.

[www.vmware.com/files/pdf/services/tc.pdf](http://www.vmware.com/files/pdf/services/tc.pdf)

## Customer Profile

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

- You are in the early stages of implementing NSX or have an IT staff that is already experienced with NSX but would benefit from consistent access to a VMware NSX expert
- You have recently made a commitment to the NSX platform or plan to do so, and are eager to quickly get the maximum possible return
- 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

