

VMWARE vSAN DEDICATED TECHNICAL ACCOUNT SPECIALIST SERVICE

Expertise for Virtual Storage Success

AT A GLANCE

VMware vSAN is an integrated software platform that powers hyper-converged infrastructure (HCI) solutions.

A VMware vSAN Dedicated TAS offers specific knowledge and experience that will help you get the most value from your vSAN investment. Every TAS is backed by the resources of the entire VMware organization and armed with proven best practices.

KEY BENEFITS

- Take full advantage of your VMware vSAN investment by successfully leveraging its transformative power across your environment.
- Receive advanced and customized technical and virtual storage guidance.
- Gain a deeper understanding of the vSAN roadmap and connect with VMware resources and thought leaders.
- Get a knowledgeable, experienced resource who works alongside your team to implement effective storage 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 run and operate your VMware environments efficiently.

Overview

VMware vSAN™ allows you to extend virtualization seamlessly to storage with an integrated hyper-converged solution that simply works with your overall VMware environment and reduces the risk in digital transformation by leveraging existing tools, skill sets, and solutions.

Getting the most value from vSAN technology requires expertise that is often in short supply across internal teams. A VMware vSAN Dedicated Technical Account Specialist (TAS) will help you coordinate with your VMware Technical Account Manager (TAM) to help you streamline project deployment and reduce risk as you explore and implement a virtual storage environment.

Bring in a Specialist

A VMware vSAN Dedicated TAS optimizes your vSAN experience by providing expert research and advice using a hands-on approach. This specialist helps you manage vSAN-related inquiries, find information, and bring in other VMware experts if needed. The primary mission of a VMware vSAN Dedicated TAS is to make your Software-Defined Data Center successful.

The VMware vSAN Dedicated TAS is our premium level of service. With a full-time and singular focus, a VMware vSAN Dedicated TAS can help your storage team with everything from readiness planning and implementation support to automation, optimization, and service transformation. This level of service is ideal for enterprises making a substantial commitment to the vSAN platform.

Regardless of whether you are just getting started with vSAN, have completed implementation, or are ready to integrate vSAN into your existing platform, a VMware vSAN Dedicated TAS will help you quickly and successfully adopt vSAN 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 a training gap analysis and education plan
- Providing performance optimization support and scalability guidance
- Sharing feature interpretation, roadmap alignment, and architectural guidance
- Facilitating transitions from Professional Services engagements to ongoing operations
- Providing automation, operations, and policy support

PRICING AND SCOPING

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

VMware SKU: TAS-VSAN-Tier-3

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

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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 on your own.

Customer Profile

The vSAN Dedicated TAS Service might be right for you if:

- You have recently made a substantial commitment to the vSAN platform, or plan to do so, and are eager to get the maximum possible return quickly.
- You currently have a full-time or part-time TAM.
- The VMware Professional Services Organization is helping you implement vSAN.
- You want in-house expertise to educate and support your networking team and to help identify opportunities to optimize your vSAN investment.

For More Information

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

