

# VMWARE vSAN ENTERPRISE 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 Enterprise 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 Enterprise 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 Enterprise TAS is a technology specialist that complements your existing TAM—nothing changes between you and your VMware TAM. A VMware vSAN Enterprise TAS optimizes your 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 Enterprise TAS is to make your Software-Defined Data Center successful.

The VMware vSAN Enterprise TAS is our midrange level of service and is assigned to you for an average of 2.5 days a week. A VMware vSAN Enterprise TAS helps your storage 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 is ideal for enterprises that are just getting started with the vSAN platform, as well as those with IT staff who are well trained and experienced with vSAN but would benefit from consistent access to expert advice.

A VMware vSAN Enterprise 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 vSAN readiness assessment, training gap analysis, and education plan
- Supporting data migration planning and coordination

## PRICING AND SCOPING

The VMware vSAN 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-VSAN-Tier-2

## 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

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

- Providing storage reporting and scalability guidance
- Delivering access to VMware experts and tools to help optimize software configuration management and backup and recovery integration planning
- Providing storage roadmap alignment

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 Enterprise TAS Service might be right for you if:

- You are just getting started with vSAN or are making a commitment to the vSAN platform and are eager to get the maximum possible return quickly.
- You currently have a full-time or part-time TAM.
- Your IT staff would benefit from consistent access to a VMware vSAN expert.
- The VMware Professional Services Organization is helping you implement vSAN.
- You want in-house expertise to educate and support your internal 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](http://www.vmware.com/services).

