

# VMware®

## App Modernization Technical Account Management (Upgrade Tier 2 to 3)

**SKU**  
TAM-AM-UG-TIER-2-3

**DELIVERY LOCATION**  
Remote work

**DURATION**  
Upgrade Tier 2 to Tier 3 -per Month

**STAFFING**  
Technical Account Manager

**PREREQUISITES**  
Existing VMware Tanzu customer with a Premium Support Maintenance contract

**MORE INFORMATION**  
For more information about other VMware Tanzu Labs service offerings, please visit [tanzu.vmware.com/labs](https://tanzu.vmware.com/labs).

VMware's App Modernization Technical Account Management services provide your organization with the VMware Tanzu expertise, advocacy, and advisory skills to keep your app modernization initiatives on track. This subscription based remote service helps you successfully utilize VMware Tanzu products and focus on innovation through modern application development. Our goal is to establish a meaningful partnership by understanding your environment, applications, challenges, and business objectives.

App Modernization Technical Account Management services offer deep technical understanding of the VMware Tanzu product set including Tanzu Application Service (TAS), Tanzu Kubernetes Grid (TKG), and Tanzu Data products. We work closely with your VMware Tanzu platform and application development teams to deliver personalized services that meet your unique requirements.

App Modernization Technical Account Management services offer the right fit for your organization, sized to the scale and complexity of your business - 1 day per week, 2 1/2 days per week or 5 days per week. The AMTAM is available during their standard business hours, 9am to 5pm, Monday through Friday. 1 day equates to 8 business hours.

### Offering Scope

VMware App Modernization Technical Account Management services facilitate direct conversations with VMware resources across professional services, product management, engineering, and support to help you accelerate your objectives.

Additionally, VMware App Modernization Technical Account Management services customers enjoy exclusive access to VIP programs, best practices developed from thousands of deployments, Global Support escalations, and events that give your organization direct access to subject matter experts relevant to your modernization goals. This includes an extensive program at VMworld, local workshops and roundtables, and webcasts.

VMware App Modernization Technical Account Management Services include the following activities:

Benefits	Activities
Product Enablement	<ul style="list-style-type: none"> <li>• Identify skill gaps and facilitate roadmap and development sessions to increase knowledge and abilities</li> <li>• Provide technical analysis, coordinate with subject matter experts, and make recommendations for features and upgrades that meet requirements</li> <li>• Lead technical reviews and root cause analyses that drive continuous improvement</li> <li>• Direct system access for log access and review (Only for service contract of 5 days per week)</li> </ul>
Risk Mitigation	<ul style="list-style-type: none"> <li>• Promote operational best practices for VMware Tanzu platform based on our product team's guidance and years of experience.</li> <li>• Interact regularly via preferred communication channels to drive faster issue resolution and responses to questions</li> <li>• Coordinate with technical and management teams and provide heightened awareness for major customer events and escalations</li> <li>• Offer proactive maintenance and upgrade planning guidance</li> </ul>
Account Management	<ul style="list-style-type: none"> <li>• Regular reviews of progress and results to confirm alignment with stated business goals and priorities</li> <li>• Weekly Carelog (status) Call and daily standup calls to discuss ongoing project activity, open issues, challenges, and future plans</li> <li>• Quarterly / Yearly Reviews to present and discuss highlights, accomplishments, and planning for quarter/year ahead</li> </ul>

### Offering Exclusions

- Modification or troubleshooting of the customer's application software.
- Development of custom solutions including without limitation, scripting.
- Multiple, basic installation services requiring project management services.
- Modification of VMware's published service level objectives for service request response time.
- VMware business continuity or disaster recovery solution architecture or implementation.
- Data migration.
- Backup and recovery, daily maintenance, solution architecture, or implementation.
- Any chargeable technical services specialist functions.
- Problems caused by the customer's negligence, abuse, misapplication or use of Dell/EMC hardware or software other than as is specified in the product documentation, or other causes beyond control of VMware.
- Problems caused by hardware or software not supported by VMware. This includes hardware or software that has reached the end of its support life.
- Any VMware products not covered by a current VMware warranty or maintenance contract.
- HR Training Services are out of scope under this Datasheet.
- Any services or activities other than those explicitly specified in this document.

### Service Expiration Policy

Customer shall have twelve (12) months from the date of VMware invoice to use the Services described herein (“Service Period”). The Services automatically expire on the last day of the Service Period, unless otherwise approved by VMware. Under no circumstances shall Customer be entitled to a credit or refund of any unused portion of the Services. In the event that the Customer believes that the Services outlined herein were not completed, the Customer is required to notify VMware in writing at least 30 days prior to the expiration of the Service Period.

### Invoicing Schedule

Invoices are issued upon VMware’s receipt and approval of the Customer’s purchase order. Customer authorizes VMware to invoice for, and shall pay additional amounts related to, changes or exceptions to the Services. The Services described in this document are performed on a fixed price basis at the fees specified on the applicable VMware quote.

Any changes to the Offering Details must be mutually agreed upon by VMware and the Customer in writing. Depending on the scope of such changes, VMware may require that a separate Statement of Work be executed by the parties detailing the changes, the impact of the proposed changes on the charges and schedule, and other relevant terms.

### Delivery Policy

Unless otherwise mutually agreed in writing, the anticipated start date of the Services is within three (3) months after VMware’s receipt and approval of the Customer’s purchase order for this Service. To the extent VMware is performing work at Customer site(s), VMware people will typically perform work at the site(s) for a maximum of four (4) days in a five (5) day work week. Remaining work days (if any) in the work week will be performed for Customer at VMware site(s). The parties will confirm the mutually acceptable schedule for work at Customer and VMware site(s) after execution of the purchase order.

### Intellectual Property

Other than the VMware Retained Materials and open source software, Customer shall own all Intellectual Property Rights in the Deliverables, as well as Customer’s derivative works of the Deliverables, subject to Customer’s payment in full and subject to VMware’s rights in the underlying intellectual property embodied in the Deliverables or used by VMware to perform the VMware Tanzu Labs Services.

### Open Source Software

Open source software is software provided under a license approved by the Open Source Initiative or similar open source or freeware license (“OSS”). Unless otherwise specified in writing, OSS components governed by Academic Free License (all versions), Apache License (all versions), Artistic License (all versions), Boost Software License, Bouncy Castle License, BSD License (all versions), Common Development and Distribution License (CDDL) (all versions), Creative Commons Attribution 4.0 International (CC by 4.0), Eclipse Public License (EPL), ISC License (ISC), JSON License, Lesser General Public License 2.1 (LGPL) 2.1, MIT License, Mozilla Public License (MPL) (all versions), OpenLDAP License, OpenSSL, PHP License, Public Domain, Python Software Foundation License, Ruby License, Unlicense, WTFPL Public License, and zlib/libpng License, may be included in, or necessary for Customer to use the Work Product but are excluded from Customer’s ownership rights. VMware may (a) obtain such OSS on Customer’s behalf, (b) incorporate it into the Work Product, and (c) submit back to open source libraries any improvements made to the OSS during the course of performing the Services, to the extent such submissions do not violate the confidentiality obligations set forth herein. Notwithstanding any other provision in the General Terms & Conditions, open source software is provided “AS-IS” without indemnification, support, or warranty of any kind, expressed or implied.