

# VMware Socialcast Assigned Client Account Representative Service

## AT A GLANCE

VMware Socialcast Assigned Client Account Representatives are dedicated resources, acting as a single point-of-contact for non-technical support. Available during business hours, the Assigned Client Account Representative will consult on deployment best practices, launch-related communications, and other non-technical issues. This dedicated resource can help define strategies to assist your organization in the implementation and management of a collaborative community to foster greater agility and increase productivity.

## BENEFITS

- Expert guidance on the launch strategy for your VMware Socialcast community based on your company's goals and key performance indicators (KPIs).
- Access to dedicated VMware expertise to help optimize your community and maximize the collaboration value of VMware Socialcast.
- Single-point of contact providing guidance on the resolution of non-technical issues.

- Help maximize employee adoption and utilization of VMware Socialcast by recommending strategies to maximize overall value to your organization.

VMware Socialcast Assigned Client Account Representative Service can help customers who are new to VMware Socialcast increase the effectiveness of its social community and speed non-technical issue resolution. Access to VMware's deep expertise can grow your team's capabilities to effectively manage the VMware Socialcast environment.

## Customer Profile

- Customers who are new to VMware Socialcast and are interested in having business-hours access to a dedicated VMware Consultant to provide non-technical support for launch efforts, as well as ongoing optimization of VMware Socialcast.
- Companies that want the benefit of VMware expertise to accelerate their implementation and more quickly realize the business value of integrated collaboration.
- Customers with more than 2,500 users on Socialcast, and/or customers using Socialcast enterprise-wide.
- Customers introducing social networking to their workforce for the first time or migrating from another social platform or older social technology that no longer meets their needs.

## Overview

VMware Socialcast enterprise social software connects people to the knowledge, ideas, and resources they need to drive new levels of business performance. By integrating a robust social layer within the business applications and systems people use every day, Socialcast creates a contextual flow of ideas and involvement around today's complex business processes.

The VMware Socialcast Assigned Client Account Representative provides deep non-technical expertise to:

- Consult on deployment plans and launch communications based on best practices and proven strategies.
- Provide ad-hoc counsel on non-technical issue resolution, including knowledge transfer on specific topic(s).

## Deliverables

- Single point-of-contact for non-technical, non-support issues such as social networking usage and best practices related to Socialcast products and questions on product direction.

## Key Activities

<b>Engagement Kickoff</b> to review current state, goals, challenges, and any implementation plans
<b>Customer Interaction</b> during core business hours for the equivalent of up to 4-hours per week
<b>Issue Management</b> for non-technical, non-support issues, providing regular updates to key customer contacts
<b>Knowledge Transfer</b> as issues arise and coaching on best practices
<b>Engagement Wrap-Up</b> - Summarize any outstanding actions for customer and next steps

## Roles and Responsibilities

- VMware Consultant: Availability via phone and/or email to provide non-technical support, including counsel on launch best practices and communications, insight into employee adoption strategies, and non-support issue resolution. Acts as a single point-of-contact for future enhancement requests
- Customer: Assigns two points of contact to manage communication and escalation needs with the Assigned Client Account Representative.

## Scope and Pricing

- The VMware Socialcast Assigned Client Account Representative Service includes up to 4 hours of service from a dedicated VMware Consultant per week for a 12-month period.
- Available during customer's normal business hours only, via phone and/or email. (To be defined with the assigned Client Account Representative.)
- Site visits are not included.

VMware Socialcast Assigned Account Representative Service is delivered by a VMware Consultant.

Contact your local VMware representative for pricing.

PSO Credits are redeemable for this offering.

## Requirements

Production license of VMware Socialcast

## Related Services

VMware Professional Services provides end-to-end services to help customers of all sizes and across all industries drive greater value from VMware Socialcast implementations. In addition to the VMware Socialcast Assigned Client Account Representative Service, you may be interested in the following:

- VMware Socialcast Configuration and Integration Design Service - Integrated Cloud
- VMware Socialcast Configuration and Integration Design - On Premises
- VMware Socialcast Reach System Integration Service
- VMware Socialcast Single Sign-On Configuration Service
- VMware Socialcast Community Optimization Service

## For More Information

Visit [Socialcast.com](http://Socialcast.com) for more information about VMware software and services, or contact your local VMware representative.

## About VMware Professional Services

VMware Professional Services, the largest services organization of experienced IT professionals focused solely on virtualization, provides industry-leading consulting, education, and technical account manager services that enable customers to transform IT environments through virtualization and realize greater value from flexible, agile IT service delivery models sooner, with less risk.

## Terms and Conditions

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## VMware Socialcast Assigned Client Account Representative Service /2

