



VCE Partner Account Manager (PAM) Reference Guide

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Introduction

As a Virtual Computing Environment (VCE) Partner Account Manager (PAM), your number-one priority is supporting Partner organizations—helping them quickly get up to speed on the VCE go-to-market strategy so they can successfully sell Vblock™ Infrastructure Packages. This reference guide is designed to help you do exactly that. Each section aligns with a particular stage in the sales cycle and includes helpful information, resources, and links to help you get Partners what they need, when they need it, so they can push opportunities through the pipeline and close business faster.

PREPARE – This section pulls together Partner requirements and educational resources that will help prepare Partners to effectively position VCE and sell the Vblock solution.

ORIENT – Here you'll find information that orients Partners on the process of pursuing Vblock opportunities, such as working with the VCE Solution Support Team (SET) and leveraging enablement resources for marketing and training.

QUALIFY – This section includes information on VCE advisory and strategy services that can be used to qualify Vblock opportunities, as well as the nuts and bolts of registering deals.

INTEGRATE – Here you'll find data on Vblock design, implementation, and professional services that can be added to an engagement to help Partners improve profitability and position themselves as trusted, long-term advisors to their customers.

EXCEL – This section includes resources to help Partners close out a sale and links to the latest news and events so they can stay sharp and continue to excel into the future

***Note:** This guide is an ever-evolving document. To be sure you always have the most up-to-date information, visit the [VCE Portal](#).*

Prepare

As you prepare to work with Partners, it is important to understand that many of them will not be as well versed with VCE and Vblocks as you. In these instances, you can help get them up to speed by guiding them through the enablement resources and requirements below.

[Vblock Infrastructure Packages](#)

The Vblock solution is available in three configurations of increasing performance, capacity, and complexity: Vblock 0, Vblock 1, and Vblock 2. At this link you'll find information you can use to educate Partners on each Vblock configuration and help them determine which is right for a particular engagement.

Vblock Type	Vblock 0 B-series	Vblock 1	Vblock 1 Unified	Vblock 2
Hypervisor	vSphere 4	vSphere 4	vSphere 4	vSphere 4
Boot Method	Local	SAN	SAN	SAN
UCS Series	UCS B-200/250	UCS B-200/250	UCS B-200/250	UCS B-200/250
Storage	Celerra NS-120	CLARiiON CX4-480	Celerra NS-960	Symmetrix V-Max

[At-a-Glance: Vblock Infrastructure Packages](#) – This quick reference guide shows the differences between the various Vblock configurations, identifies the critical solution components, and offers key sales information, including value propositions, qualifying questions, and objection handling.

[Vblock Overview Demo](#) – An on-demand video that steps viewers through the different layers that make up a Vblock solution and details its management, security, and business continuity capabilities.