

VSP Product Usage Guide

VMware Service Providers Program (VSPP)

VMWARE® SERVICE PROVIDER PROGRAM PRODUCT USAGE GUIDE Q1 2012



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Overview

Product Overview

This VMware Service Provider Program (“VSPP”) Product Usage Guide is effective for VSPP product usage as of March 1, 2012. This VSPP Product Usage Guide replaces all previous VSPP Product Usage Guides. The information provided in this VSPP Product Usage Guide applies to all of the VSPP products that are available in the VMware Service Provider Program (the “VSPP Products”) as listed below in the VMware Service Provider Program Product Availability Chart, and may be updated by VMware at any time. To have access to these VSPP Products, a Service Provider must have a valid VSPP rental agreement with a VMware VSPP Aggregator as of or after March 1, 2012 for the applicable reporting and purchase of VSPP Products.

The new products being released in this Guide are not automatically “push fulfilled” (provided) to existing partners. They will automatically be given to any Service Provider that signs a new contract as of or after March 1, 2012. VSPP Partners that have agreements permitting usage under the “vRAM model” must submit a written request to their VMware Account Manager to receive any of the VSPP Products added as new in this Guide. For all such orders, the Service Provider must include the company name, Aggregator name, contract number, product request and volume needed. This process can also be used to add license keys for any product listed in this Guide.

The following products have been added to the VSPP:

- VMware vCenter Operations Management Suite Enterprise Edition, 2 points/ GB of Reserved vRAM
- VMware vCenter Operations Adapter for Storage, 21 points per TB of storage
- VMware vCenter Operations Adapter for Network Devices, 2 points per network device
- VMware vCenter Operations Adapter for 3rd party data sources, 5 points per 3rd party data source (for example Microsoft SCOM)
- VMware vFabric Data Director with vFabric Postgres, 80 points/ 2 vCPUs of provisioned vFabric Postgres databases (based on average monthly usage)
- VMware View Enterprise, 7 points per concurrent connection

The following products have been modified:

- VMware Zimbra Standard Edition will no longer include the advanced mobility feature Zimbra Mobile (ActiveSync Support). Mobile access on Standard Edition will now only support POP/IMAP, CardDAV, CalDAV, Blackberry native access and the mobile web browser

The following items have been removed from the VSPP:

- VMware vCenter Operations Enterprise Standalone – VM or Physical Server
- VMware vCenter Operations Enterprise – VM only
- VMware vCenter Operations Standard
- VMware vCenter Capacity IQ
- Virtual Machine Pricing Model

Support Overview

Support coverage for VSPP Products is listed in this Guide for each product. VSPP product support renewal is automated without any request by Service Providers or Aggregators. Product Support is automatically extended for any Service Providers on a vRAM-based contract that are current on payments as of the contract anniversary date.

Translation

To the extent that this Guide has been translated into any language besides English, the English version of the Guide will prevail over any inconsistencies with a non-English version of the Guide.

VMware Service Provider Program Pricing Model

Service Providers currently able to license under a Virtual RAM Pricing Model may utilize the following products. All products used must be reported to the Aggregator on a monthly basis. Appendix A lists the naming convention for reporting use of the products. Service Providers who sign contracts on or after March 1, 2012 will have the products listed below delivered in their license portals automatically. Service Providers who have existing contracts will need to request access to any products listed here that are not on their portal through their VSPP Account Manager or Aggregator.

Product Name	Points/ Month	Charged Per
VMware vCloud Premier Service Provider Bundle	7	1 GB Reserved RAM (based on average monthly usage)
VMware vCloud Standard Service Provider Bundle	5	1 GB Reserved RAM (based on average monthly usage)
VMware vCenter Operations Management Suite Enterprise Edition	2	1 GB Reserved RAM (based on average monthly usage)
VMware vCenter Operations Adapter for Storage	21	1 TB Storage Monitored
VMware vCenter Operations Adapter for Network Devices	2	Network Device
VMware vCenter Operations Adapter for 3 rd Party Data Source (e.g Microsoft SCOM)	5	Third Party Data Source
VMware Service Manager Enterprise	100	Named User
VMware Service Manager Advanced	75	Named User
VMware vCenter Configuration Manager	39	Virtual Machine
VMware vCenter™ Server Heartbeat™	486	Protected vCenter Server
VMware® vShield™ App	7	Virtual Machine
VMware® vShield Edge™	5	Virtual Machine (when purchased separately)
VMware vShield Endpoint	2.4	Virtual Machine
VMware vCenter Site Recovery Manager	24	Protected Virtual Machine
Cisco Nexus 1000V	34	CPU
VMware vFabric Data Director	80	2 vCPUs of provisioned vFabric Postgres databases
VMware vFabric Advanced	88	Virtual Machine
VMware vFabric Standard	58	Virtual Machine
VMware® vFabric™ Hyperic®	15	Machine
VMware View Premier	12	Concurrent Connection
VMware View Enterprise	7	Concurrent Connection
VMware® ThinApp® Client	2	ThinApp Client
Zimbra Collaboration Server, Professional Edition	1.55	Mailbox
Zimbra Collaboration Server, Standard Edition	1.10	Mailbox
Zimbra Collaboration Server, Business Email Edition	0.19	Mailbox
Zimbra Collaboration Server, Business Email Edition Plus	0.58	Mailbox

Product Specific Usage Information

For purposes of this Product Usage Guide, a "Cloud" or "Hosted IT Service" means an Internet based subscription computing service that allows Service Providers' hosting customers to access: the computing or processing power of systems operated by the Service Provider (such as utility or grid computing) and/or various software applications that are installed and operated on the systems of the Service Provider.

Licensing Specific Usage Information

The VSPP allows for Service Providers to install and use the VSPP Products on their site as part of a multi-tenant Hosted IT Service. All of the VSPP Products must be installed and used solely by the Service Provider on their owned or leased hardware and premises with the following exception:

- The Site Recovery Manager Protection licenses may be installed on a hosting customer's premises as long as Service Provider controls all hardware and administration associated with the hosted environment.

Prior written approval is required from the VSPP Program Office for any deviation from these installation requirements

Reporting Overview

Service Providers must report usage of VSPP Products to the Aggregator from which they procure the VSPP Products license entitlements using the following methods:

- The vCloud Usage Meter is used to monitor the vCloud Service Provider Bundles and vCenter Operations Management Suite, and it must be installed by the Service Provider to monitor and report usage information to their Aggregator.
- Separate license keys must be identified by the vCloud Usage Meter in order to monitor the Cloud Test Demonstration Environment to report usage information to their Aggregator.
- SRM servers must be identified and linked to vCenter Servers in order to report on protected virtual machines.
- All other VSPP Products must be manually reported to the Aggregator under the specific data collection process outlined by the Aggregator.

The total of these submissions will be used by the Aggregator to calculate the total point usage for the month. See the VMware Service Provider Program Guide for information on the Cloud Test Demonstration Environment.

For all products in this guide, unless otherwise stated, usage total consists of the total of all products used. For example, vFabric Advanced total points is the total points used for the infrastructure based on one of the vCloud bundles plus the total points used for vFabric Advanced itself.

The Service Provider Agreement requires Service Provider to retain certain records relating to usage. Those records include all data used for reporting, including but not limited to the Usage Meter data and reports.

VMware vCloud Premier Service Provider Bundle

The VMware vCloud Premier Service Provider Bundle provides the key components required to deliver an enterprise-class Cloud service. The VMware vCloud Premier Service Provider Bundle is targeted at Service Providers that want to enable enterprises to extend their datacenters to the public cloud with agility, compatibility and security in a multi-tenant infrastructure.

Point Value

7 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see vCloud Service Provider Bundles Operational Details)

Components

- VMware vSphere Enterprise Plus
- VMware vCenter Server™ Standard
- VMware vCloud® Director™, which includes vShield for vCloud Director
- VMware vShield Edge, which includes VPN and load balancing features
- VMware vCloud Usage Meter
- VMware vCenter Chargeback Manager™

Support Included

VMware Production Level support. If you require support for the Usage Meter, please contact VMware Global Support Services.

VMware vCloud Standard Service Provider Bundle

The VMware vCloud Standard Service Provider Bundle provides the key components required to deliver a competitive Cloud service. The VMware vCloud Standard Service Provider Bundle is designed to enable organizations of all types and sizes to quickly and easily provision public cloud resources, or securely extend their internal virtualized infrastructure into the public cloud, delivering a robust, interoperable and enterprise-class experience.

Point Value

5 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see vCloud Service Provider Bundles Operational Details)

Components

- VMware vSphere Enterprise with vNetwork Distributed Switch enabled
- VMware vCenter Server Standard
- VMware vCloud Director, which includes vShield for vCloud Director
- VMware vCloud Usage Meter
- VMware vCenter Chargeback Manager

Support Included

VMware Production Level support. If you require support for the Usage Meter, please contact VMware Global Support Services.

Other VMware vSphere and VI3 Products

Service Providers may install and use the vSphere Products and VI3 Products listed below in multi-tenant environments if necessary. Service Providers are advised that vCloud Director has not been tested and is not supported for the vSphere Products and VI3 Products.

All vSphere Products and VI3 Products listed in this Section are charged at the vCloud Premier Service Provider Bundle rate. Therefore, the vSphere Products and VI3 Products listed below can be used in a multi-tenant Cloud in conjunction with vCenter Server Standard and vCenter Chargeback Manager.

Point Value

7 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see vCloud Service Provider Bundles operation details)

VI3 Products

- VI3 Foundation
- VI3 Standard
- VI3 Enterprise

vSphere Products

- vSphere Standard – in multi-tenant environment
- vSphere Advanced
- vSphere Enterprise

Support Included

VMware Production Level support. If you require support for the Usage Meter, please contact VMware Global Support Services.

VMware vCloud Service Provider Bundles Operational Details

The information in this section applies to the vCloud Premier and Standard Service Provider Bundles.

Definition of month

Calculation of hours per month must be based on total number of metered hours available in a month.

- 28 day months = 672 hours
- 29 day months = 696 hours
- 30 day months = 720 hours
- 31 day months = 744 hours

Reporting

Usage information on the vCloud Service Provider Bundles is gathered automatically through the VMware vCloud Usage Meter (the VMware vCloud Usage Meter is software that is provided to Service Providers by VMware under a separate “click-through” license agreement.) All Service Providers using vSphere, vCenter Server, vCloud Director, vCenter Chargeback Manager and/or vShield Edge must report all usage through the VMware vCloud Usage Meter.

The Service Provider must install the VMware vCloud Usage Meter and indicate each vCenter Server that is being charged on a per RAM basis. Information about the memory of each virtual machine that is “powered on” is gathered hourly and consolidated into a report at the Service Provider site. The Service Provider must report the usage data provided by the vCloud Usage Meter each month to their Aggregator. The Service Provider can choose to automatically send the report generated by the vCloud Usage Meter to their Aggregator or may obtain the report themselves and then forward the usage information and the raw data to their Aggregator. The VMware vCloud Usage Meter will consolidate usage information for each vCloud Service Provider Bundle, vSphere and VI3 Product. VI3 Products listed above will be shown as an “unknown” product type.

In cases where the Service Provider cannot monitor and report on monthly RAM usage for the vCloud Service Provider Bundles, and the fault is due exclusively to the vCloud Usage Meter experiencing less than 95% uptime, the Service Provider will be responsible for the greater of their monthly plan commit level of points or the average points consumption over the previous two months.

For more information on the vCloud Usage Meter see the ***vCloud Usage Meter User Guide*** or ***FAQ***.

All documentation on vCloud Usage Meter is available on the Download site at:

<http://www.vmware.com/download/download.do?downloadGroup=UMSV2>

Any issues or questions regarding the Usage Meter should be sent to VMware Global Support Services.

Point Calculation

All VMware vCloud Service Provider Bundles are charged for average usage per month of reserved RAM. The reserved RAM for all “powered on” virtual machines is measured hourly by the vCloud Usage Meter. The VMware vCloud Service Provider Bundles are quoted at a monthly rate because Service Providers will be charged on a monthly basis for total usage. The rate includes use of vCenter Management Server, the appropriate vSphere edition included in the Bundle, vCloud Director, vCenter Chargeback Manager, vCloud Usage Meter and Production level Support. The full rate for the vCloud Service Provider Bundles applies even if not all products in the Bundles are used by the Service Provider. If a version of the VI3 Products or vSphere Product is used that does not associate directly to a vCloud Service Provider Bundle level, it will be assumed that the Premier Bundle is being used and the Service Provider will be metered and billed accordingly.

The usage calculation for a virtual machine during a calendar month based on the multiplication of:

1. Reserved portion of memory allocated to each virtual machine in 1MB units (for purposes of the below sample 1GB = 1024 MB.)
2. Number of hours that the virtual machine was powered on during the calendar month for which the Usage Report is being generated.

Reserved memory is the portion of physical memory dedicated to a virtual machine or resource pool.

Service Providers will be billed for a minimum of 50% of the virtual memory configured for each virtual machine regardless of the reservation level that is set. This is a commercial requirement only and does not affect how Service Providers can implement their environments from a technical perspective. The vCloud Usage Meter will automatically ensure that this 50% minimum is being met without affecting any operational settings.

Points Cap

Points for the vCloud Service Provider Bundles will be capped at 24vGB per virtual machine.

Starting in version 2.3 of the vCloud Usage Meter, the points cap is set at the default of 24vGB and will apply to all reports where the points cap is factored. Service Providers must enter 24,576 MB (24 x 1024 MB) into the “Per VM Memory Cap” field when generating reports for this to apply for all pre-version 2.3 releases of the Usage Meter.

Billable	Category	License Type	Billed vRAM (GB-Hour)	Capped Billed vRAM (GB-Hour)
	Demo	VMware vSphere 5 Enterprise Plus	188	188
	Perpetual	VMware vSphere 5 Enterprise Plus	9057	9057
	Perpetual	vSphere 4 Enterprise Plus	3906	3906
✓	VSPB	VMware vSphere 5 for vCloud Service Provider Standard	172	172

Example Calculation

The example below is provided to describe the steps behind the calculation of RAM usage. Service Providers and Aggregators do not need to make the calculations shown in Lines 1 through 3 as this will be done automatically by the vCloud Usage Meter. Service Providers and/or Aggregators will need to take the Capped Billed vRAM usage from VSPP licenses displayed in the vCloud Usage Meter 'License Summary Report' to make the final points calculation show in Line 4.

During one 30-day calendar month, using the vCloud Premier Service Provider Bundle, the Service Provider's virtual machine is configured with 16 vGB for 15 days and 48 vGB for the remaining 15 days. The reservation level for the virtual machine is set at 75% for the entire month.

- Line 1 15 days x 24 hours x 16 vGB x 0.75 = 4,320 vGB hours
- Line 2 15 days x 24 hours x 24 vGB (48 vGB x 0.75 but capped at 24GB)= 8,640 vGB hours
- Line 3 Total GB hours = 12,960 vGB hours
- Line 4 Total points = 12,960 vGB hours ÷ 720 hours/ month x 7 points = 126 points

Sample 'Aggregate Billing Report' from the vCloud Usage Meter:

Below is a sample 'Aggregate Billing Report' generated by the vCloud Usage Meter version 2.3. The report shows the Service Provider's Capped Billed vRAM usage for the month of February. Based on the sample report, the Service Provider and/or Aggregator would need to calculate the points as follows. Only those license types that are billable shall be factored into the monthly billing calculations. License types that are perpetual or demo do not fall under the billable classification.

355 GB hours ÷ 744 hours/month x 7 points = 3 points

Any discounts negotiated between the Service Provider and the Aggregator should be applied to the calculated points value. (Since vSphere Enterprise Plus is listed in the 'Aggregate Billing Report' the Service Provider should be charged based on the points for the vCloud Premier Service Provider Bundle.) The Aggregator would then bill the Service Provider for 3 points for the month of January in addition to any other products that do not fall under the virtual RAM pricing model. Final point calculations should be rounded to the nearest whole point.

Billable	Category	License Type	Billed vRAM (GB-Hour)	Capped Billed vRAM (GB-Hour)
	Demo	VMware vSphere 5 Enterprise Plus	188	188
	Perpetual	VMware vSphere 5 Enterprise Plus	9057	9057
	Perpetual	vSphere 4 Enterprise Plus	3906	3906
✓	VSP	VMware vSphere 5 for vCloud Service Provider Standard	172	172

Installation Limitations

The vCloud Licensing Details below outline the difference between a vCloud Premier Service Provider Bundle and a vCloud Standard Service Provider Bundle.

All virtual machine data for the vCenter Server being monitored by the vCloud Usage Meter is gathered and reported. Therefore, virtual machines that are not part of the Service Provider's multi-tenant Cloud service must be deployed on a different vCenter Servers or ESX hosts to ensure an accurate reporting.

vCloud Licensing Details

	vCloud Standard Service Provider Bundle	vCloud Premier Service Provider Bundle
vSphere Edition	vSphere 4 Standard + DRS or vSphere 5 Enterprise + distributed switch	vSphere 4 Enterprise Plus or vSphere 5 Enterprise Plus
vCenter Server Standard	Included	Included
vShield Edge	Not Included	Included
vCloud Usage Meter	Included – must be used	Included – must be used
vCenter Chargeback Manager	Included	Included
vCloud Director	Included	Included

vCloud Usage Meter Upgrade Requirements for Reserved RAM Pricing Model

Service Providers must install the vCloud Usage Meter V2.1 or higher in order to use the reserved RAM pricing model.

1. Install the vCloud Usage Meter V2.1 or higher in conjunction with the current version to provide time to get it set up and tested.
2. Report on current month usage with the current version of the vCloud Usage Meter on the last day of the month.
3. Start using the vCloud Usage Meter V2.1 or higher on the first of the new month. Report on all future usage with the vCloud Usage Meter V2.1 or higher.
4. Remove the old usage meter and upload your existing data to the vCloud Usage Meter V2.1 or higher.

Note: Do not report on any months partially using the older version of the vCloud Usage Meter for some days and the vCloud Usage Meter V2.1 or higher for others. The vCloud Usage Meter V2.1 or higher must start on the 1st of any given month.

VMware vCenter Operations Management Suite Enterprise Edition

The VMware vCenter Operations Management Suite helps Infrastructure and Operations teams at Service Providers manage dynamic virtual and cloud infrastructures. The vCenter Operations Management Suite uses patented analytics and an integrated approach to performance, capacity and configuration management to increase operational efficiency, reduce operating and capital costs, and increase margins. The vCenter Operations Management Suite is extensible with 3rd party data sources such as storage and network (adapters sold separately) in addition to virtual infrastructure.

Point Value

2 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB) for VMs created under VSPP.
2 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB) for VMs created under other approved multi-tenant hosting licenses.

Total points capped at 24 GB RAM per virtual machine (see vCloud Service Provider Bundles Operational Details)

Components

- vCenter Operations Manager 5.0 (Includes CapacityIQ)
- vCenter Infrastructure Navigator
- vCenter Configuration Manager for vSphere

Reporting

The Service Provider must report the total VSPP vRAM usage in the environment using the Usage Meter tool and must separately report the total vRAM usage for virtual machines created under other approved multi-tenant hosting licenses. For every 1 GB of reserved vRAM the Service Provider reports for each category of VMs, they will be billed 2 points.

For example, if the Service Provider reports 500 GB of reserved VSPP vRAM using usage meter and the Service Provider is using the vCloud Premier bundle and vCenter Operations Management Suite Enterprise 5.0, the Service Provider will be billed 4500 points.

$500 \text{ GB} \times 7 \text{ (vCloud Premier bundle)} + 500 \times 2 \text{ (vCenter Operations Enterprise Management Suite Enterprise 5.0)} = 4500$ points.

The Service Provider will be billed for the total reserved vRAM usage across the entire VSPP or other approved multi-tenant hosting environment when using this product. Currently there is no mechanism to bill the Service Provider for a partial set of virtual machines, clusters or virtual datacenters that belong to a single customer or a subset of customers.

Support

VMware Production level support

Limitations

Only available for virtual machines operating under VSPP or other approved multi-tenant hosting licenses and not available in mixed environments where a vCenter server manages ESXi clusters for multi-tenant hosting and ESXi clusters for other use.

VMware vCenter Operations Adapter for Storage

VMware vCenter Operations Adapter for Storage helps Operations teams analyze storage performance data using vCenter Operations Manager.

Point Value

21 points per 1 TB of storage monitored

Components

- vCenter Operations Adapter for Storage

Reporting

Service Provider must report the total storage usage manually

Support

VMware Production level support

Limitations

Reporting for storage monitored is manual

VMware vCenter Operations Adapter for Network Devices

VMware vCenter Operations Adapter for Network Devices helps Operations teams analyze network device performance data using vCenter Operations Manager.

Point Value

2 points per network device monitored

Components

- vCenter Operations Adapter for Network Devices

Reporting

Service Provider must report the total number of network devices monitored manually

Support

VMware Production level support

Limitations

Reporting for network devices monitored is manual

VMware vCenter Operations Adapter for 3rd Party Data Source

VMware vCenter Operations Adapter for Third Party Data Source helps Operations teams analyze performance data from 3rd party data sources such as Microsoft SCOM using vCenter Operations Manager.

Point Value

5 points per physical system monitored

Components

- vCenter Operations Adapter for 3rd Party Data Source (for example Microsoft SCOM)

Reporting

Service Provider must report the total number of 3rd party data source monitored manually

Support

VMware Production level support

Limitations

Reporting for 3rd party data sources monitored is manual

VMware vCenter Configuration Manager

VMware vCenter Configuration Manager continuously assesses the compliance of virtual and physical servers and delivers the ability to quickly and easily remediate non-compliant servers. Compliance assessment includes internal standards, vendor best practices and regulatory standards such as HIPAA, PCI, SOX and many others. Remediation includes configuration change execution, patching and OS provisioning for vSphere, Windows, Linux and Unix.

Point value

39 points per virtual machine / month

Components

- vCenter Configuration Manager

Reporting

Service Provider must manually report their total VM usage with the vCenter Configuration Manager product

Support

VMware Production level support

Limitations

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vCenter Server Heartbeat

VMware vCenter Server Heartbeat allows a Service Provider to optimize availability and resiliency for VMware vCenter Server in a multi-tenant environment. VMware vCenter Server Heartbeat maximizes uptime for a virtual datacenter infrastructure, ensuring consistent operation, even when VMware vCenter Server is threatened by unplanned or planned downtime.

Point Value

486 points per protected vCenter Server / month

Components

- vCenter Server Heartbeat

Reporting

Since vCenter Server Heartbeat does not include vCenter Server, licensing those components must be reported on separately. Therefore, reporting includes usage for the vCenter per the vCloud Bundle pricing in addition to the vCenter Server Heartbeat usage. Reporting will be automated from the vCloud Usage Meter for the vCloud Bundle, but Service Providers must manually report the number of vCenter Servers that are protected by Heartbeat.

A Protected vCenter Server Instance is an installation of the VMware vCenter Server and the associated database that contains VMware vCenter Server data, protected by the software, located either in a virtual machine or on a Server.

Support Included

VMware Production level support

Limitations

vCenter Server Heartbeat can only be used on a vCenter Server that is being monitored by the vCloud Usage Meter and being reported as part of the VSPP virtual RAM rental model. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vCenter Site Recovery Manager

VMware vCenter Site Recovery Manager (“SRM”) allows Service Providers to offer reliable disaster recovery protection to their end customers. More information regarding Site Recovery Manager is available online at <http://www.vmware.com/products/site-recovery-manager>.

VMware vCenter Site Recovery Manager 5 is available in two editions to help protect virtual environments. Site Recovery Manager 5 Enterprise provides enterprise-level protection to all applications on the vSphere platform. Site Recovery Manager 5 Standard is designed for smaller environments and can be used to protect up to 75 virtual machines per site and per Site Recovery Manager instance. At this time, only Site Recovery Manager 5 Enterprise is available on VSPP.

Point Value

24 points for SRM 5 Enterprise per protected virtual machine / month

A protected VM is any virtual machine that is part of an SRM protection group, regardless of whether the VM is powered on or off. A license is only required for the VM on the active site, no license is required at the failover site.

Components

- Site Recovery Manager Enterprise

Reporting

Since SRM does not include vCenter Server or vSphere licensing, all use of those products must be reported separately, in addition to the usage of the SRM product. The Usage Meter must monitor Service Provider licensing on both the active and failover sites.

Site Recovery Manager or a Disaster Recovery system reporting consists of three parts:

1. Monthly reporting on the vCloud Service Provider Bundle that is installed and being utilized as the basis for SRM or Disaster Recovery on the protected side via Usage Meter.
2. Monthly reporting of SRM usage – number of VMs on the protected side.
3. Monthly reporting on the vCloud Service Provider Bundle that is installed and being utilized as the basis for SRM or Disaster Recovery on the recovery side via Usage Meter.

Reporting for SRM usage is done via vCenter 5 (required for SRM 5.) The Service Provider needs to access the vCenter License Reporting Manager. That screen provides information on “License Capacity” as well as “Average Usage”. The Average Usage can be used as the number of virtual machines on the protected side.

Support Included

VMware Production level support

Limitations

SRM 5 requires vCenter 5 and is not compatible with older versions of vCenter. SRM is not compatible with the vSphere Essentials editions and requires vSphere Standard or above.

SRM 5 requires replication between sites. Service Providers can use either vSphere Replication or Array-Based Replication provided by one of VMware’s storage partners. In the latter case, a Storage Replication Adapter, provided by the storage vendor, is required for integration between SRM and the storage array. For a list of compatible products with available SRAs, please refer to http://www.vmware.com/pdf/srm_storage_partners.pdf. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Service Providers are advised that vCloud Director has not been tested and is not supported for SRM.

License Specific Usage Information

For the Site Recovery Manager, the licensing limitations associated with VSPP are modified in the following fashion:

- The Site Recovery Manager Protection licenses may be installed on hosting customer’s premises as long as Service Provider controls all hardware and administration associated with the hosted environment.

VMware Service Manager Enterprise

VMware Service Manager is a complete ITSM (Service Desk, CMDB and IT process automation) solution for the needs of small or large enterprises. Service Providers can run their own Service Desks on VMware Service Manager plus extend those named user licenses to their customers who wish to operate their Service Desk on a hosted model. The VMware Service Manager is priced per Named User. The Named User is the IT/Service Desk analyst at the Service Provider or the IT user at their customer site. There is no additional charge for a portal user (i.e., the business end user who uses self-service.)

Points

100 points per Named User

Components (All components in Advanced)

- VMware Service Manager Foundation
- VMware Service Manager Service Desk
- VMware Service Manager Workflow
- VMware Service Manager Portal
- VMware Service Manager Knowledge Management
- VMware Service Manager Named User

Plus

- VMware Service Manager Integration Platform
- VMware Service Manager Asset Management

VMware Service Manager Connectors are available as necessary: Altiris, CA Cendura Cohesion, Centennial Discovery, HPOpenview Node Manager, HP Systems Insight Manager, IBM Director, Incontrol, Landesk, Manage Soft and Microsoft SCOM/SCCM.

Reporting

The Service Provider reports the number of users manually each month by conducting an “Officer” search from the admin console. It is the responsibility of the Service Providers to track and report this information accurately each month.

Support Included

VMware Production Level Support

Limitations

Service Provider is responsible for:

- Virtual Machine(s)
- Server Operating System (Windows 2008)
- Database (SQL Server, Oracle)
- Optional LDAP Server

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware Service Manager Advanced

VMware Service Manager is a complete ITSM (Service Desk, CMDB and IT process automation) solution for small or large enterprises. Service Providers can run their own Service Desks on VMware Service Manager plus extend those named user licenses to their customers who wish to operate their Service Desk on a hosted model. The VMware Service Manager is priced per Named User. The Named User is the IT/Service Desk analyst at the Service Provider or the IT user at their customer site. There is no additional charge for a portal user (i.e., the business end user who uses self-service.)

Points

75 points per Named User

Components

- VMware Service Manager Foundation
- VMware Service Manager Service Desk
- VMware Service Manager Workflow
- VMware Service Manager Portal
- VMware Service Manager Knowledge Management
- VMware Service Manager Named User

Reporting

The Service Provider reports the number of users manually each month by conducting an "Officer" search from the admin console. It is the Service Provider's responsibility to track and report this information accurately each month.

Support Included

VMware Production Level Support

Limitations

Service Provider is responsible for:

- Virtual Machine(s)
- Server Operating System (Windows 2008)
- Database (SQL Server, Oracle)
- Optional LDAP Server

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vShield App

VMware vShield App is an interior, hypervisor-based, application-aware firewall that permits the creation of access control policies regardless of network topology. It protects against internal network-based threats and reduces the risk of policy violations using application-aware firewalling with deep packet inspection. A vShield App monitors all traffic in and out of an ESX host, including between virtual machines in the same port group. vShield App includes traffic analysis and container-based policy creation.

More information regarding vShield App is available online at vmware.com. A comparison table of vShield products is listed later in this document.

Point Value

7 points per virtual machine / month

Components

- vShield App
- vShield Manager

Reporting

The number of virtual machines that are covered by vShield App can be reported from the vCenter Server

Support Included

VMware Production level support

Limitations

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vShield Edge

VMware vShield Edge provides network edge security and gateway services to isolate the virtual machines in a port group, vDS port group or Cisco Nexus 1000V. The vShield Edge connects isolated, stub networks to shared (uplink) networks by providing common gateway services such as Firewall, DHCP, VPN, NAT and Load Balancing.

More information regarding vShield Edge is available online at vmware.com. A comparison table of vShield products is listed later in this document.

Point Value

5 points per virtual machine / month

Components

- vShield Edge
- vShield Manager

Reporting

The number of virtual machines that are covered by vShield Edge can be reported from the vCenter Server

Support Included

VMware Production level support

Limitations

vShield Edge is included in the vCloud Premier Service Provider Bundle. If the usage of this product is only associated with that specific Bundle there is no additional charge. If the usage is separate from that Bundle, the pricing shown here applies and usage must be reported manually.

VMware vShield Endpoint

VMware vShield Endpoint strengthens security for virtual machines while improving performance for endpoint protection by orders of magnitude. vShield Endpoint offloads anti-virus and anti-malware agent processing to a dedicated secure virtual appliance delivered by VMware partners. The solution is designed to leverage existing investments by allowing customers to manage anti-virus and anti-malware policies for virtualized environments with the same management interfaces they use to secure physical environments.

More information regarding vShield Endpoint is available online at vmware.com. A comparison table of vShield products is listed later in this document.

Point Value

2.4 points per virtual machine / month

Components

- vShield Endpoint
- vShield Manager

Reporting

Service Providers must manually report to their Aggregator all vShield Endpoint usage each month. Information on the number of concurrent connections is available through the vCenter Server virtual machine count. There is no automated report that keeps track of the maximum concurrent connections at this time, so it is the Service Provider's responsibility to track and report this information accurately each month.

Support Included

VMware Production level support

Limitations

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware Network Security Solutions Comparison

The following table summarizes a comparison of key features for vShield network security products available in the VSPP:

Feature	VMware vShield for VMware vCloud Director	vShield Edge	vShield App
Deployment Method	Per port group	Per port group	Per host
Enforcement	Between vDC and un-trusted networks	Between vDC and un-trusted networks	Between virtual machines within same vCenter
Accelerate anti-virus solution (vShield Endpoint)	No	No	Yes
Site-to-Site VPN	No	Yes	No
NAT, DHCP services	Yes	Yes	No
Load balancing	No	Yes	No
Port Group Isolation	Yes	Yes	No
Stateful firewall	Yes	Yes	Yes
Change-Aware	Yes	Yes	Yes
Hypervisor-based firewall	No	No	Yes
Application firewall	No	No	Yes
Flow Monitoring	No	No	Yes
Groupings for policy enforcement	Only 5-tuple based policies	Only 5-tuple based policies	1)5-tuple 2)Security Groups: resource pools, folders, containers and other vSphere groupings

Edge security and services are maintained within the host where the edge appliance is deployed. If the virtual appliance were moved to another host, the edge security policies would need to be updated. A 5-tuple is defined as the combination of Source IP address, Destination IP address, Source Port, Destination port and protocol.

Cisco Nexus 1000V

The Cisco Nexus 1000V Series Switches are virtual machine access switches for the VMware vSphere environments running the Cisco NX-OS operating system. Operating inside the VMware ESX or ESXi hypervisors, the Cisco Nexus 1000V Series supports Cisco VN-Link server virtualization technology to provide:

- Policy-based virtual machine connectivity
- Mobile virtual machine security and network policy
- Non-disruptive operational model for server virtualization and networking teams

When server virtualization is deployed in the data center, virtual servers typically are not managed the same way as physical servers. Server virtualization is treated as a special deployment, leading to longer deployment time, with a greater degree of coordination among server, network, storage and security administrators. The Cisco Nexus 1000V Series provides a consistent networking feature set and provisioning process all the way from the virtual machine access layer to the core of the data center network infrastructure. Virtual servers can now leverage the same network configuration, security policy, diagnostic tools and operational models as their physical server counterparts attached to dedicated physical network ports. Virtualization administrators can access predefined network policy that follows mobile virtual machines to ensure proper connectivity saving valuable time to focus on virtual machine administration. This comprehensive set of capabilities helps Service Providers to deploy server virtualization faster and realize its benefits sooner.

Developed in close collaboration with VMware, the Cisco Nexus 1000V Series is certified by VMware to be compatible with VMware vSphere, vCenter, ESX and ESXi, and with many other VMware vSphere features. The Cisco Nexus 1000V Series manages virtual machine connectivity with confidence in the integrity of the server virtualization infrastructure.

Point Value

34 points per CPU / month

Components

- Nexus 1000V Virtual Ethernet Module (VEM) is licensed per server CPU socket
- Nexus 1000V Virtual Supervisor Module (VSM) is supplied at no cost because it works only with licensed VEM

Reporting

Service Providers must manually report to their Aggregator Nexus 1000V usage per CPU each month. Information on the number of CPU connections is available through the vCenter.

Support Included

VMware Production level support

Limitations

The Nexus 1000V requires the use of vSphere Enterprise Plus, therefore, in VSPP, the Nexus 1000V must be used only with the VMware vCloud Premier Service Provider Bundle.

The Nexus 1000V is available for download at: www.cisco.com/go/1000v

License installation instructions are available at:
www.cisco.com/en/US/products/ps9902/products_licensing_information_listing.html

Full documentation for Nexus 1000V is available at:
www.cisco.com/en/US/products/ps9902/tsd_products_support_series_home.html

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vFabric Data Director

VMware vFabric Data Director enables Service Providers to offer Database-as-a-Service to their customers. VMware vFabric Data Director is targeted at Service Providers that want to enable enterprises to extend the efficiency and agility provided by virtualized infrastructure to the database tier. The first database supported by vFabric Data Director is vFabric Postgres, which is based on and fully compatible with open source PostgreSQL 9.0. Visit the Data Director product page on vmware.com to learn more.

Point Value

80 points per 2 vCPUs of provisioned vFabric Postgres databases (based on average monthly usage)

Components Included

- VMware vFabric Data Director
- VMware vFabric Postgres

Other Components Needed

- VMware vSphere 5 Enterprise / Enterprise Plus
- VMware vCenter

Support Included

VMware Production Level support

Reporting

The Service Provider can find the number of provisioned 2vCPU Postgres database licenses at any time on the Data Director licensing page. The licensing page shows both the number of VMs and the number of 2 vCPU licenses, the price applies to the number of 2vCPU licenses.

As an example, if Data Director is managing 10 2-vCPU and 5 4-vCPU Postgres databases, the license portal will show a total of 20 2-vCPU licenses being used; and VSPP charge will be 1600 points for the month.

It is the Service Provider's responsibility to track and report this information accurately each month. Since vFabric Data Director requires vSphere and vCenter, the Service Provider must monitor and report usage for either the vCloud Premier Service Provider Bundle or the vCloud Standard Service Provider Bundle in addition to the vFabric Data Director usage.

VMware vFabric Advanced

vFabric Advanced extends the capabilities of vFabric Standard to address a broader range of workloads by including RabbitMQ™ messaging and by introducing a memory-oriented approach to data management with vFabric SQLFire. vFabric Advanced provides the full range of capabilities for building and running scalable, data-driven applications deployed on VMware vSphere.

Point Value

88 points per VM / month

Components (all components in Standard)

- Spring Framework
- tc Server Spring Edition
- Elastic Memory for Java
- Spring Insight Operations
- GemFire App Cache Node
- Web Server
- Hyperic

Plus

- SQLFire Professional Edition
- RabbitMQ

Reporting

The number of virtual machines that are covered by vFabric Advanced can be reported on from the vCenter Server

Support

VMware Production level support

Limitations

Licensing is per vSphere virtual machine (VM), up to two Virtual CPUs (vCPUs). If your VMs will have more than two vCPUs, divide by two and round up. For instance, a four vCPU VM will require two vFabric licenses. A five vCPU VM will require three vFabric licenses. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vFabric Standard

vFabric Standard provides the core components for building and running custom Spring Java applications on VMware vSphere. vFabric Standard includes the capabilities that every organization requires for running their applications from the application server optimized for vSphere, web server, data management capabilities, management optimizations for Spring-built applications and more.

Point Value

58 points per VM / month

Components

- Spring Framework
- tc Server Spring Edition
- Elastic Memory for Java
- Spring Insight Operations
- GemFire App Cache Node
- Web Server
- Hyperic

Reporting

The number of virtual machines that are covered by vFabric Standard can be reported on from the vCenter Server

Support

VMware Production level support

Limitations

Licensing is per vSphere virtual machine (VM), up to two Virtual CPUs (vCPUs). If your VMs will have more than two vCPUs, divide by two and round up. For instance, a four vCPU VM will require two vFabric licenses. A five vCPU VM will require three vFabric licenses. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware vFabric Hyperic

vFabric Hyperic is the application management component of the VMware® vFabric™ Cloud Application Platform. Through automatic discovery of infrastructure changes and handling of high volumes of metrics, Hyperic monitors the dynamism and elasticity of Cloud applications. Hyperic provides visibility into the entire virtualized application stack, allows system administrators to discover problems as soon as they occur and provides with the information to resolve these problems.

Point Value

15 points per Machine / month

Components

- VMware vFabric Hyperic

Reporting

Machine is defined, solely with respect to Hyperic products, as a license to install and use on a Server, a virtual machine or a network device. Therefore, the reporting from the Service Provider needs to be a combination of those three items gathered manually.

Support

VMware Production level support

Limitations

Installation guides and supported configurations for this product should be reviewed and followed prior to installing vFabric Hyperic. The information is posted at <http://support.hyperic.com>. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware View Premier

VMware View hosted desktops eliminate the burden for customers of running and managing their desktops in-house. Service Providers can use VMware View Premier to provide their customers with access (through a secure Internet connection) to a fully customizable desktop from any location, or on any compatible device, with the same user experience as on traditional PCs.

Point Value

12 points per concurrent connection/ month

Components

- View Manager with View Composer (Includes View Client for Local Mode)
- vShield Endpoint
- ThinApp (client and packager)
- Workstation
- vCenter Standard for Desktops
- vSphere for Desktops

Reporting

Service Providers must manually report to their Aggregator all View Premier usage each month. Information on the number of concurrent connections is available through the vCenter Server virtual machine count. There is no automated report that keeps track of the maximum concurrent connections at this time, so it is the Service Provider's responsibility to track and report this information accurately each month.

Support

VMware Production level support

Limitations

View Premier must be installed on its own vCenter Server. This product cannot be installed on an existing vCenter Server or mixed with a vCenter Server that is standing up a Cloud environment. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware View Enterprise

VMware View hosted desktops eliminate the burden for customers of running and managing their desktops in-house. Service Providers can use VMware View Enterprise to provide their customers with access (through a secure Internet connection) to a fully customizable desktop from any location, or on any compatible device, with the same user experience as on traditional PCs.

Point Value

7 points per concurrent connection/ month

Components

- View Manager
- vCenter Standard for Desktops
- vSphere for Desktops

Reporting

Service Providers must manually report to their Aggregator all View Enterprise usage each month. Information on the number of concurrent connections is available through the vCenter Server virtual machine count. There is no automated report that keeps track of the maximum concurrent connections at this time, so it is the Service Provider's responsibility to track and report this information accurately each month.

Support

VMware Production level support

Limitations

View Enterprise must be installed on its own vCenter Server. This product cannot be installed on an existing vCenter Server or mixed with a vCenter Server that is standing up a Cloud environment. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

VMware ThinApp Client

With ThinApp, an entire application and its settings can be packaged into a single executable that Service Providers can deploy to a range of Windows operating environments on either a physical desktop or a virtual machine. The applications are isolated from each other and the Operating System to ensure there are no application-to-application conflicts or application-to-operating system conflicts. This solution fits into any environment and allows Service Providers to help customers run legacy and new applications side by side. For example, older applications on Windows XP can be packaged and deployed by the Service Provider on Windows 7.

Point Value

2 points per ThinApp Client / month

Components

- ThinApp Client

Reporting

The Service Provider must manually report to their Aggregator all ThinApp Client usage each month. The maximum number of clients used in the month must be included in the report.

Support

VMware Production level support

Limitations

ThinApp Client does not include the packager or Workstation. Therefore, Service Providers will need to install and report usage for at least one seat of VMware View Premier in order to use ThinApp client licenses. All the limitations of View Premier listed above shall apply to that installation. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Zimbra Collaboration Server (ZCS), Professional Edition

Service Providers can host Zimbra Professional Edition for their customers. Zimbra Professional Edition is an email and collaboration software. Zimbra Professional Edition includes all the Standard Edition features with the additional advanced mobility – Zimbra Mobile (ActiveSync), Outlook connector and archiving and discovery. See <http://www.zimbra.com> for more information.

Point Value

1.55 points per Mailbox / month

Components

- Zimbra Collaboration Server Professional Edition
- Zimbra Archiving and Discovery
- Zimbra Mobile

Reporting

Manually report if a mailbox is deployed, provisioned, linked or assigned to a user for any period of time during a calendar month.

Licensing and Support Portal

Zimbra licenses are delivered by email, and Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing is unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Zimbra Collaboration Server (ZCS), Standard Edition

Zimbra Standard Edition is an email and collaboration software. Zimbra Standard Edition includes innovative end-user features, mobile access (POP/IMAP, CardDAV, CalDAV, Blackberry Native Access, mobile web browser), and streamlined yet powerful administration. For more information on Zimbra Collaboration Server see http://www.zimbra.com/products/compare_products.html

Point Value

1.10 points per Mailbox / month

Components

Zimbra Collaboration Server Standard Edition

Reporting

Manually report if a mailbox is deployed, provisioned, linked or assigned to a user for any period of time during a calendar month.

Licensing and Support Portal

Zimbra licenses are delivered by email, and Zimbra Technical Support is delivered through the Zimbra Support portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing is unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Zimbra Collaboration Server (ZCS), Business Email Edition

Service Providers can host Zimbra Business Email Edition for their End Customers. Zimbra Business Email Edition provides basic email functionality but does not include advanced search, sharing, tagging, Zimlet and calendar functionality found in other versions. See <http://www.zimbra.com> for more information.

Point Value

0.19 points per Mailbox / month

Components

- Zimbra Collaboration Server Business Email Edition

Reporting

Manually report if a mailbox is deployed, provisioned, linked, or assigned to a user for any period of time during a calendar month.

Licensing and Support Portal

Zimbra licenses are delivered by email and need to be activated once installed. Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing are unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Zimbra Collaboration Server (ZCS), Business Email Edition Plus

Service Providers can host Zimbra Business Email Edition Plus for their End Customers. Zimbra Business Email Edition Plus provides basic email, calendaring and address book functionality in addition to Zimlets but does not include advanced search, sharing and tagging found in other versions. See <http://www.zimbra.com> for more information.

Point Value

0.58 points per Mailbox / month

Components

- Zimbra Collaboration Server Business Email Edition Plus

Reporting

Manually report if a mailbox is deployed, provisioned, linked, or assigned to a user for any period of time during a calendar month.

Licensing and Support Portal

Zimbra licenses are delivered by email and need to be activated once installed. Zimbra Technical Support is delivered through the Zimbra Support Portal, <https://support.zimbra.com>. Information on this is available in the Zimbra Support Program document, <http://files2.zimbra.com/docs/support/ZimbraSupportProgram.pdf>.

Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing are unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Appendix A

For reporting purposes here are naming conventions for all products in VSPP Virtual RAM Pricing Model

Product Name	Commercial Naming Convention	U.S. Federal Naming Convention
VMware vCloud Premier Service Provider Bundle	VMware vCloud Premier Service Provider Bundle	U.S. Federal VMware vCloud Premier Service Provider Bundle
VMware vCloud Standard Service Provider Bundle	VMware vCloud Standard Service Provider Bundle	U.S. Federal VMware vCloud Standard Service Provider Bundle
VMware Service Manager Enterprise	VMware Service Manager Enterprise	U.S. Federal VMware Service Manager Enterprise
VMware Service Manager Advanced	VMware Service Manager Advanced	U.S. Federal VMware Service Manager Advanced
VMware vCenter Operations Management Suite Enterprise Edition	VMware vCenter Operations Management Suite Enterprise 5.0	U.S. Federal VMware vCenter Operations Management Suite Enterprise 5.0
VMware vCenter Operations Adapter for Storage	VMware vCenter Operations Manager 5.0	U.S. Federal VMware vCenter Operations Manager 5.0
VMware vCenter Operations Adapter for Network Devices	VMware vCenter Operations Manager 5.0	U.S. Federal VMware vCenter Operations Manager 5.0
VMware vCenter Operations Adapter for 3 rd Party Data Source	VMware vCenter Adaptor (for 3 rd party information)	U.S. Federal VMware vCenter Adaptor (for 3 rd party information)
VMware vCenter Configuration Manager	Configuration Manager	U.S. Federal Configuration Manager
VMware vCenter Server Heartbeat	vCenter Server Heartbeat	U.S. Federal vCenter Server Heartbeat
VMware vShield App	vShield App	U.S. Federal vShield App
VMware vShield Edge	vShield Edge	U.S. Federal vShield Edge
VMware vShield Endpoint	vShield Endpoint	U.S. Federal vShield Endpoint
VMware Site Recovery Manager 5 Enterprise	Site Recovery Manager	U.S. Federal Site Recovery Manager
Cisco Nexus 1000V	Nexus 1000	U.S. Federal Nexus 1000
VMware vFabric Data Director/Postgres	vFabric Data Director/Postgres	U. S Federal vFabric Data Director/Postgres
VMware vFabric Advanced	vFabric Advanced	U.S. Federal vFabric Advanced
VMware vFabric Standard	vFabric Standard	U.S. Federal vFabric Standard
VMware vFabric Hyperic	vFabric Hyperic	U.S. Federal vFabric Hyperic
VMware View Enterprise	View Enterprise	U.S. Federal View Enterprise
VMware View Premier	View Premier	U.S. Federal View Premier
VMware ThinApp Client	ThinApp Client	U.S. Federal ThinApp Client
Zimbra Collaboration Server, Professional Edition	Zimbra Collaboration Server Professional	U.S. Federal Zimbra Collaboration Server Professional
Zimbra Collaboration Server, Standard Edition	Zimbra Collaboration Server Standard	U.S. Federal Zimbra Collaboration Server Standard
Zimbra Collaboration Server, Business Email Edition	Zimbra Collaboration Server Business Email Edition	U.S. Federal Zimbra Collaboration Server Business Email Edition
Zimbra Collaboration Server, Business Email Edition Plus	Zimbra Collaboration Server Business Email Edition Plus	U.S. Federal Zimbra Collaboration Server Business Email Edition Plus