

VMware Workspace ONE UEM On-Premises to Cloud Migration

AT A GLANCE

VMware Workspace ONE® UEM On-Premises to Cloud Migration provides services to migrate your current on-premises servers to a dedicated, VMware hosted software-as-a-service (SaaS) environment. VMware Consulting Services will support you with migration planning, network architecture, a pre-migration test run and dedicated assistance during your migration.

KEY BENEFITS

- Supplements in-house IT experience with VMware SaaS expertise
- Supports the transition to a SaaS environment
- Delivers the benefits of VMware recommended migration best practices
- Accelerates SaaS strategy adoption and implementation
- Reduces the risk of migration-related issues

VMware Workspace ONE Unified Endpoint Management (UEM) On-Premises to Cloud Migration provides guided services to migrate your on-premises servers to a dedicated, cloud-hosted SaaS solution. With the structured delivery of professional services, you get a smoother migration experience.

This project consists of four phases: kickoff, test run, migration, and validation and wrap-up. To optimize the time to value for your migration, a VMware consultant will support you with:

- Migration planning
- Network architecture assistance
- Pre-migration testing
- Dedicated assistance during the migration
- Assistance for reinstalling Workspace ONE UEM enterprise integration components (ACC/UAG/SEG v2), if necessary
- A project wrap-up meeting with next steps/recommendations

The appropriate managed hosting fee is not included in this project and must be quoted separately, if appropriate.

Service assumptions

- The customer is responsible for ensuring all enterprise mobility management (EMM) configurations and policy design align with VMware pre-migration best practices. VMware will provide recommendations and assistance.
- The customer is responsible for procurement and installation of hardware. VMware will provide recommendations and assistance.
- All work, documentation and work product(s) will be conducted during typical, local business hours and provided in English.
- VMware and the customer's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis.
- Prior to migration, the customer must be running a supported version of Workspace ONE UEM (see [End of General Support Matrix](#)) and enterprise integration components.
- The main installation and configuration tasks will be performed remotely.
- The statement of work covers the professional services portion of an on-premises to SaaS migration. It does not include setup fees associated with a dedicated SaaS environment.
- The statement of work covers the reinstallation of a maximum of two ACC servers, four UAG servers and two SEG v2 servers. Reinstallation is limited to deploying the same version of the software to the original servers. Version update or migration to different servers is not considered as reinstallation. Reinstallation of additional components will require an additional work order.

- Workspace ONE ACC/UAG/SEG v2 servers will remain in the customer’s data center.
- The SaaS environment will be a dedicated hosted environment, architected specifically to the customer’s projected device counts. The customer will notify VMware if projected device counts change to allow time for Workspace ONE UEM to scale the environment.
- SaaS default data retention policies are 30 days. Additional historical data can be requested but may result in additional charges.
- SaaS hosted environment setup fees, hosting charges and license conversions are outside the project scope and may incur additional charges.
- The customer will maintain the DNS name and SSL certificates specific to their hosted SaaS environment.
- Migrating VMware Workspace ONE Access™ is not in scope. If you have an on-premises Workspace ONE Access environment, it will be integrated with the dedicated SaaS UEM tenant after UEM migration.
- Migrating a VMware Workspace ONE Assist environment is not in scope.

Completion criteria

The project will be deemed complete when any of the following criteria are met:

- Completion of all deliverables
- Consumption of 65 hours of consulting services
- Passage of 12 weeks after work is initiated

Responsibilities

The deliverables chart lists all VMware and customer responsibilities. The ownership is defined as follows:

- Primary owner = VMware – VMware is responsible for delivery of the component with minimal assistance from the customer’s project team.
- Primary Owner = Joint – VMware and the customer’s project team are jointly responsible for delivery of the component.
- Primary owner = Customer – VMware is responsible for assisting the customer’s project team as needed to deliver the component.

DELIVERABLES				
ID	DESCRIPTION	TOOL/ DELIVERABLE	PRIMARY OWNER	COMMENTS
PHASE 1: KICKOFF				
1.1	SaaS installation	Server change request	VMware	VMware to install dedicated SaaS infrastructure
1.2	Kickoff call	Meeting	Joint	Kickoff meeting to discuss project and technical requirements

DELIVERABLES				
ID	DESCRIPTION	TOOL/ DELIVERABLE	PRIMARY OWNER	COMMENTS
1.3	Procure DNS/ SSL certificate	Server change request	Joint	SSL certificate delivered to Workspace ONE UEM; DNS requirements delivered and scheduled for redirection
1.4	Deliver technical requirements	Firewall change request	VMware	VMware to deliver firewall requirements for SaaS; customer to implement necessary firewall requests
PHASE 2: TEST RUN				
2.1	Customer takes native SQL backup	Migration plan	Customer	Customer takes native SQL backup
2.2	Customer- provided SSL certificates installed on VMware SaaS	Migration plan	Joint	SSL certificates installed on VMware SaaS
2.3	Customer's database ported to SaaS	Migration plan	Joint	Customer's database ported to VMware SaaS environment
2.4	Workspace ONE UEM specific validation	Migration plan	VMware	VMware validation of proper restoration of functionality

DELIVERABLES				
ID	DESCRIPTION	TOOL/ DELIVERABLE	PRIMARY OWNER	COMMENTS
2.5	Validation of proper procedures	Meeting	Joint	Meeting to discuss results of test; necessary changes made to migration plan for production
PHASE 3: MIGRATION				
3.1	Customer production outage scheduled	Communication plan	Customer	Customer schedules production environment outage
3.2	Customer's Workspace ONE UEM services suspended	Migration plan	Customer	Customer turns off Workspace ONE UEM services
3.3	Customer takes native SQL backup	Migration plan	Customer	Customer takes native SQL backup
3.4	Customer's database ported to SaaS	Migration plan	Joint	Customer's database ported to Workspace ONE UEM SaaS environment
3.5	DNS records redirected	Migration plan	Customer	Customer updates DNS records to VMware CNAMEs
3.6	Workspace ONE UEM services reactivated	Migration plan	VMware	VMware reactivates Workspace ONE UEM services

PRICING

Contact your local VMware sales representative for pricing and reference SKU CON-WS1-AW-OP2DED.

FOR MORE INFORMATION ON VMWARE PRODUCTS AND SERVICES

Visit vmware.com/services or contact your local VMware representative.

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.

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](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If outside the United States, the VMware contracting entity will be VMware International Limited.

If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase or the service will be forfeited.

DELIVERABLES				
ID	DESCRIPTION	TOOL/ DELIVERABLE	PRIMARY OWNER	COMMENTS
3.7	Workspace ONE UEM integration servers reinstalled	Workspace ONE UEM installation guide	Customer	Customer coordinates reinstallation of ACC/UAG/SEG v2 (if necessary); may call support for assistance
PHASE 4: VALIDATION AND WRAP-UP				
4.1	Workspace ONE UEM SaaS testing	Workspace ONE UEM test plan	VMware	VMware SaaS team to test all critical components
4.2	Customer-specific testing	Customer test plan	Customer	Customer performs testing of critical business use cases
PROJECT MANAGEMENT				
PM1	Project management	Workspace ONE UEM project management report	VMware	Project updates and reporting as necessary

