

# WORKSPACE ONE AIRWATCH SERVICE ADD-ON—USE CASE

## AT A GLANCE

The Workspace ONE AirWatch Service—Add-On provides assistance to customers with an existing implementation of VMware AirWatch. This service provides VMware Enterprise best practices pertaining to the full enablement of one of the initiatives from the Use Case Offering Table. The goal of this offering is to design and implement the infrastructure and configurations needed to support the selected use case.

## KEY BENEFITS

- Accelerates time-to-deployment for new initiatives
- Provides exposure to VMware AirWatch technologies
- Encourages adoption of VMware recommended practices for the VMware AirWatch platform
- Accelerates mobility strategy adoption and implementation
- Provides the next step in partnering with VMware to focus on long term mobility solution delivery

## Introduction

The Workspace ONE AirWatch Add-On—Use Case Service provides guided implementation services to design, configure, and pilot a new use case with an existing AirWatch production environment. This service accelerates time to value for the new use case through structured delivery of Consulting Services. The service provides Customers with implementation design, installation, configuration, and pilot for one (1) use case, as defined in the Use Case Offering Table. The VMware consultant will assist with solution design to aid in rapid adoption and optimize the time-to-value for the Customer's AirWatch solution. This service allows VMware Professional Services to continue to partner with customers to focus on long term solution delivery.

Applicable Products: AirWatch, IDM, Workspace ONE

## 1. Service Overview

VMware will provide services for a pilot deployment of one new mobility use case in the Customer’s existing production environment. The implementation will follow a phased approach spanning a 7-week timeline, with phases defined as follows: 1) Assess & Design, 2) Configure, 3) Validate, and 4) Pilot.

### Scaling Questions/Variables:

- One (1) use case from table below
- Total deployment size up to 5,000 users
- Pilot device count up to 1,000 devices
- Up to three (3) device Operating Systems
- Up to five (5) apps
- One (1) domain integration

The scope of an enterprise mobility business use case that can be deployed within this implementation services is limited to the following approved add-on initiatives.

### Use Case Offering Table

| USE CASE (CHOOSE ONE)                  | OUTCOME  |
|--|--|
| <b>A. General Mobility</b>             |  |
| A.1. O365 Migration                    | Transition of email and content to Office365   |
| A.2. Workspace ONE (Upgrade)           | Deployment of Workspace ONE  |
| A.3. BYOD                              | Ability for employees to securely access corporate assets on personal devices  |
| A.4. Windows 10                        | Deployment of EMM for devices currently running Windows 10   |
| A.5. Corporate Mergers & Acquisitions  | Integration of a newly acquired business unit  |
| A.6. EMM Migration                     | Migration from a legacy EMM provider   |
| <b>B. Healthcare</b>                   |  |
| B.1. Patient Engagement Programs       | Deployment of application centric mobile patient care solution to enable efficient check-in, access to medical records, and patient scheduling (e.g. EPIC MyChart Bedside)                   |
| B.2. Secure Physician Access           | Enable affiliated physicians to securely access corporate assets on personal devices (e.g. EMR applications and email)   |
| B.3. Clinical Communication Platforms  | Enable secure mobile communication platforms across clinical or critical care devices (e.g. Vocera, CareAware, PatientSafe Solutions, etc.)  |
| B.4. Home Healthcare Services          | Enable devices for use by home healthcare professionals with simple and secure access to corporate data and applications   |
| <b>C. Retail (Store IT Operations)</b> |  |
| C.1. Customer Self-Service             | Deploy self-service kiosks for customers (e.g. gift registry, online ordering)   |
| C.2. Mobile Sales Enablement           | Deploy mobile devices to personalize customer engagement, improve check-out (POS), optimize product availability (e.g. endless aisle, merchandise catalog availability), and access training |
| C.3. Mobilizing Store Back Office      | Enable store back office functions to be performed on mobile devices   |

| USE CASE (CHOOSE ONE)                               | OUTCOME   |
|---|---|
| D. Financial Services (Banking Center Digitization) |   |
| D.1. Customer Self-Service                          | Deploy self-service kiosks for customers (e.g. online application forms, customer account interaction)  |
| D.2. Banking Center Sales Enablement                | Deploy mobile devices to personalize customer engagement, enable banking associates to perform customer-facing duties, and receive assistance in completing job functions on a mobile device (e.g. loan processing, service catalog availability) |
| D.3. Mobilizing Financial Institution Back Office   | Enable financial institution back office functions to be performed on mobile devices  |

## 2. Service Assumptions

- 2.1. CUSTOMER RESOURCES: Should Customer request VMware to perform tasks that are dependent upon Customer resources or decisions, Customer will make such resource available or decisions final in a timely manner.
- 2.2. HARDWARE PROCUREMENT: Procurement and installation of hardware is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.3. WORKSITE: The Software Related Services tasks may be performed on-site or remotely. An approximate travel schedule will be mutually agreed. Travel expenses are not included in the packaged offering and will be quoted separately and agreed mutually between Customer and VMware.
- 2.4. ON-SITE TRAVEL: In weeks where both parties have agreed that an on-site resource is prudent, travel for VMware consultants will occur on Mondays and Thursdays unless otherwise agreed. It is expected that consultants will travel to Customer’s facility on Monday morning, arriving on site as early on Monday as possible, as dictated by flight options and travel time. The consultants will work on-site through Thursday and will schedule return travel on Thursday evenings, as available. Travel expenses are not included in this Datasheet.
- 2.5. WORKING HOURS: Engagements that require consultants to work in excess of 40 hours per week, to work on weekends or major national holidays and/or to travel outside of this schedule will be considered exceptions to this policy and will be reviewed and approved by VMware and Customer as required.
- 2.6. EMM POLICY ALIGNMENT: Alignment of all EMM configurations and policy design with Customer’s requirements is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.7. PRE-REQUISITES: Pre-requisites must be completed for all installation components before any installation activities will be performed. Should Customer not purchase the associated software for deployment, the services deliverable line items associated with those software components will not be delivered.
- 2.8. PROJECT MANAGEMENT: 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.
- 2.9. DELIVERABLE LANGUAGE: All work, documentation and work product(s) will be provided in English.
- 2.10. USE-CASE SCOPE: The scope of the use-cases will be considered locked upon completion of Deliverable 1.2 (See Service Deliverables Table below), and will be delivered within a single production deployment phase. Any alteration to the use-case scope thereafter may necessitate a change request.

### 3. Responsibilities

All supplier and Customer responsibilities are listed in the Deliverables section. The ownership is defined as follows:

- 3.1. Primary Owner = VMware: VMware is responsible for delivery, with minimal assistance from Customer’s project team.
- 3.2. Joint: VMware and Customer’s project team are jointly responsible for delivery.
- 3.3. Primary Owner = CUSTOMER: Customer is responsible for delivery, with minimal assistance from VMware.

### 4. Completion Criteria

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

- 4.1. Completion of all service deliverables included in the Deliverables section.
- 4.2. Consumption of three-hundred thirty-six (336) hours of Consulting Services; effort associated with this allocation of hours shall only be allocated to tasks defined in Datasheet.
- 4.3. Passage of eight (8) weeks after project kick-off (Deliverable 1.1)

### 5. Deliverables

| ID                                  | DESCRIPTION  | TOOL / DELIVERABLE  | PRIMARY OWNER | COMMENTS   |
|-------------------------------------|--|---|---------------|--|
| <b>Phase 1: Assess &amp; Design</b> |  |   |               |  |
| 1.1                                 | Kick-Off Meeting                                       | Kick-Off Agenda   | Joint         | Kickoff meeting to discuss project scope, objectives, impact assessment, and teams   |
| 1.2                                 | Use-Case Design  | EMM Configuration Framework                               | VMware        | Utilize EMM framework to complete detail design of mobility use-case   |
| 1.3                                 | Architecture Design                                    | Architecture Diagram                                      | Joint         | Create or revise architecture diagram for AirWatch environment within customer network.  |
| 1.4                                 | Publish Installation Documentation & Installation Plan | Installation Pre-Requisites & Installation Plan           | VMware        | Publish installation information. This is only required if new use case requires new AirWatch application servers or infrastructure. |
| 1.5                                 | Update Project Plan & Status Workbook                  | Project Status Workbook                                   | VMware        | Update and publish PM tools  |
| 1.6                                 | Review Change Management Strategy                      | -   | CUSTOMER      | Determine change management process for AirWatch rollout   |
| <b>Phase 2: Configure</b>           |  |   |               |  |
| 2.1                                 | Confirm Installation & Configuration Readiness         | Installation Pre-Requisites & Installation Plan           | Joint         | Confirm prerequisites are complete   |
| 2.2                                 | Installation & Configuration of Application Server(s)  | AirWatch Installation Guide & EMM Configuration Framework | VMware        | Install & configure application server components as necessary   |
| 2.3                                 | Test Script Creation                                   | Test Workbook   | VMware        | Create & publish test plan   |

| ID                 | DESCRIPTION   | TOOL / DELIVERABLE      | PRIMARY OWNER | COMMENTS  |
|--------------------|---|-------------------------|---------------|---|
| Phase 3: Validate  |   |                         |               |   |
| 3.1                | Test Plan Execution                                       | Test Workbook           | Joint         | Execution of customer-specific test plan                    |
| 3.2                | Standard Operating Procedures (Administrators, End-Users) | -                       | Joint         | Assist with definition of customer SOP                      |
| 3.3                | Communication Plan Definition                             | Communication Plan      | CUSTOMER      | Define end-user communication plan for pilot user community |
| Phase 4: Pilot     |   |                         |               |   |
| 4.1                | Production Environment Preparation                        | -                       | Joint         | Final prep of production settings for pilot                 |
| 4.2                | Pilot Deployment  | Pilot Device Deployment | CUSTOMER      | Customer deploys solution to pilot group                    |
| 4.3                | AirWatch Customer Support Transition                      | Transition Meeting      | VMware        | Transition-to-support meeting                               |
| Project Governance |   |                         |               |   |
| PM1                | Status Reporting  | Weekly Status Meetings  | VMware        | Weekly status meetings                                      |

## 6. Pricing

For pricing, contact your local VMware Sales Representative. VMware SKU: CON-WS1-AW-AOUC

## 7. 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 (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and 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.

## For More Information

For more information about VMware products and services visit [www.vmware.com/services](http://www.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.

Appendix A: Gantt Timeline

| WORK STREAMS / TASKS           |   | ROLE    |          | WEEK 1 | WEEK 2 | WEEK 3 | WEEK 4 | WEEK 5 | WEEK 6 | WEEK 7 |
|--------------------------------|---|---------|----------|--------|--------|--------|--------|--------|--------|--------|
|                                |   | VMW     | CUSTOMER |        |        |        |        |        |        |        |
| Phase 1: Assessment (Kick-Off) |   |         |          |        |        |        |        |        |        |        |
| 1.1                            | Kick-Off Meeting  | Lead    | Support  | █      |        |        |        |        |        |        |
| 1.2                            | Use-Case Design   | Support | Lead     | █      | █      |        |        |        |        |        |
| 1.3                            | Architecture Design                                       | Lead    | Support  | █      | █      |        |        |        |        |        |
| 1.4                            | Publish Installation Documentation & Installation Plan    | Lead    | Support  | █      | █      |        |        |        |        |        |
| 1.5                            | Update Project Plan & Status Workbook                     | Lead    | Support  | █      | █      |        |        |        |        |        |
| 1.6                            | Review Change Management Strategy                         | Support | Lead     | █      | █      |        |        |        |        |        |
| Phase 2: Configure             |   |         |          |        |        |        |        |        |        |        |
| 2.1                            | Confirm Installation & Configuration Readiness            | Lead    | Support  |        |        | █      | █      |        |        |        |
| 2.2                            | Installation & Configuration of Application Server(s)     | Lead    | Support  |        |        | █      | █      |        |        |        |
| 2.3                            | Test Script Confirmation                                  | Lead    | Support  |        |        | █      | █      |        |        |        |
| 2.4                            | Validation & Unit Testing                                 | Lead    | Support  |        |        | █      | █      |        |        |        |
| Phase 3: Validate              |   |         |          |        |        |        |        |        |        |        |
| 3.1                            | Test Plan Execution                                       | Lead    | Support  |        |        |        |        | █      | █      |        |
| 3.2                            | Standard Operating Procedures (Administrators, End-Users) | Support | Lead     |        |        |        |        | █      | █      |        |
| 3.3                            | Communication Plan Definition                             | Support | Lead     |        |        |        |        | █      | █      |        |
| Phase 4: Pilot                 |   |         |          |        |        |        |        |        |        |        |
| 4.1                            | Production Environment Preparation                        | Support | Lead     |        |        |        |        |        |        | █      |
| 4.2                            | Pilot Deployment  | Support | Lead     |        |        |        |        |        |        | █      |
| 4.3                            | AirWatch Customer Support Transition                      | Lead    | Support  |        |        |        |        |        |        | █      |
| Project Governance             |   |         |          |        |        |        |        |        |        |        |
| PM1                            | Weekly Status Meeting                                     | Lead    | Support  | █      | █      | █      | █      | █      | █      | █      |

| ROLE                | FUNCTION          | Week 1 | Week 2 | Week 3 | Week 4 | Week 5 | Week 6 | Week 7 | Total (Hours) |
|---------------------|-------------------|--------|--------|--------|--------|--------|--------|--------|---------------|
|                     |                   |        |        |        |        |        |        |        |               |
| AirWatch Consultant | Implementation    | 40     | 40     | 40     | 40     | 40     | 40     | 40     | 280           |
|                     | Project Oversight | 8      | 8      | 8      | 8      | 8      | 8      | 8      | 56            |
|                     | Total (Hours)     | 48     | 48     | 48     | 48     | 48     | 48     | 48     | 336           |

