

WORKSPACE ONE DEPLOYMENT ADD-ON – ACCELERATED - DATASHEET

Effective March 10, 2020

Product and company names referenced in this document are trademarks and/or registered trademarks of their respective companies.

1. Service Overview

This service provides for technical support related to the VMware AirWatch ("VMware") Enterprise Mobility Management (EMM) and Workspace ONE offerings as set out below in the services description (the "Services" or "Consulting Services").

VMware will provide implementation services connected with the purchase of your Deployment. VMware will work to complete your Deployment within 10 business days from the plan meeting of the project provided all Customer requirements are met. See [2. Service Assumptions](#) for additional details. The scope of the project is limited to the corresponding Deployment datasheet that was previously purchased. Additional add-on services including but not limited to High Availability, Disaster Recovery, and Certificate Integration are not included within the 10-business day commitment. All pre-requisite requirement documentation is communicated during the Introduction call.

2. Service Assumptions

- Workspace ONE Deployment Add-On – Accelerated is only for associated Workspace ONE Deployment Bundles. This excludes Workspace ONE UEM, Silver or Gold Deployment datasheets.*
- VMware will deliver the Remote Consulting Services using global resources. VMware makes no commitment, representation, or warranty regarding the citizenship or geographic location of the Consultant(s).*
- Accelerated services for the deployment begin after Phase 1 sign-off and completion and will be based on VMware's next availability to provide a consultant.*
- Once a customer chooses to be schedule; the date can not change with out agreement from both VMware and the customer. The scheduled date of the Accelerated time period will be signed off on in the Design document and needs to be returned within two business days to be confirmed.*
- Accelerated project will allow for 10 concurrent business days of effort beginning on the agreed upon project initiation date.*
- Any delays due to pre-requisites not being complete or Customer availability absolves VMware's responsibility of completing the associated project in the agreed upon 10 days.*
- Any delays caused due to product defects are out-of-scope.*
- Workspace ONE Access components will be installed and validated for applicable bundles within the Accelerated Deployment commitment period. The configuration of up to five SAML endpoints from the Cloud Application Catalog are not subject to the Accelerated timeline.*
- Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.*
- Procurement and installation of hardware for any components that will be installed on-premise is the responsibility of the Customer. VMware may provide recommendations.*
- Configuration of software other than VMware is the responsibility of the Customer.*
- Review of the console will be provided throughout the configuration; however formal training is out-of-scope.*
- The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.*

14. Pre-requisites must be completed for all installation components before any installation activities will be performed.
15. VMware and the Customer will work closely together to ensure that project scope remains consistent and issues are resolved in a timely manner. The deployments team will not provide a project manager as a role under this datasheet.
16. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
17. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
18. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
19. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 3 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
20. The period of performance is limited to 12 months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
21. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
 - 1) Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-off Form.
 - 2) After 12 weeks from the date the project is moved to Phase 3 (Execute) as agreed upon in the Design Sign-off Form.
 - 3) After 12 months from purchase date.
 - 4) If the services were purchased using PSO credits the services expire the same time the credits expire, unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.

3. Terms & Conditions

This Datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. This Datasheet replaces all prior versions of the Workspace ONE Deployment Add-On - Accelerated Datasheet. VMware may update the content of the Datasheet from time to time and the new version will apply for the future purchase of the Consulting Services referenced 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

More information about the Workspace ONE Deployment Add-On - Accelerated Datasheet and related services is available from local VMware representatives and www.vmware.com/services.

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.

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