

ON-PREMISE TO DEDICATED SAAS MIGRATION DATASHEET

AT A GLANCE

The VMware AirWatch™ On-Premise to Dedicated SaaS Migration Service provides migration services from the Customer's current on-premise servers to a dedicated, VMware hosted SaaS environment. VMware Consulting Services will assist Customer with migration planning, network architecture, a pre-migration "test run," and dedicated assistance during service 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

Introduction

The VMware AirWatch™ On-Premise to Dedicated SaaS Migration Service provides guided migration services to migrate the Customer's on-premise AirWatch solution to a cloud-hosted SaaS AirWatch solution. This service drives a smoother migration experience of the AirWatch platform through structured delivery of professional services. [NOTE: The appropriate dedicated SaaS fee is not included in this service and must be quoted separately if appropriate.] The VMware consultant will assist with migration planning and optimize the time-to-value for the Customer's transition to a Dedicated SaaS AirWatch solution.

1. Service Description

VMware will provide migration services from Customer's current on-premise servers to a dedicated, AirWatch hosted SaaS environment. VMware Consulting Services will assist Customer with migration planning, network architecture, a pre-migration "test run," and dedicated assistance during service migration. This project will consist of four phases: 1) Kick-Off, 2) Test Run, 3) Migration, 4) Validation and Wrap-Up.

The implementation scope includes:

- 1.1. Migration pre-planning
- 1.2. Network architecture assistance
- 1.3. Pre-migration testing
- 1.4. Dedicated assistance during migration
- 1.5. Assistance with reinstall of AirWatch enterprise integration components (ACC/EIS/MAG/Tunnel/SEG) if necessary
- 1.6. Project wrap-up meeting with next-steps recommendations

2. Service Assumptions

- 2.1. Alignment of all EMM configurations and policy design with Customer's requirements is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.2. Procurement and installation of hardware is the responsibility of Customer. VMware will provide recommendations and assistance.
- 2.3. All work, documentation and work product(s) will be conducted during typical, local business hours and will be provided in English.

- 2.4. VMware and Customer's project management will work closely together to ensure that project scope remains consistent and issues are resolved on a timely basis.
- 2.5. The main Installation & Configuration tasks will be performed remotely.
- 2.6. This statement of work covers the professional services portion of an On-Premise to SaaS migration. It does not include setup fees associated with a SaaS dedicated environment.
- 2.7. This statement of work will cover the reinstallation of a maximum of two ACC/EIS servers, four MAG servers, and two SEG servers. Reinstallation of additional components will require an additional work order.
- 2.8. AirWatch SEG/EIS/MAG/Tunnel/SEG/ACC servers will remain in Customer datacenter and will not be migrated to a SaaS environment.
- 2.9. Client SaaS environment will be a dedicated hosted environment, architected specifically to projected Customer device counts. The Customer will notify AirWatch if projected device counts change to allow time for AirWatch to scale environment accordingly.
- 2.10. SaaS default data retention policies are 30 days. Additional historical data can be requested, but may result in additional charges.
- 2.11. SaaS hosted environment setup feeds, hosting charges, and license conversions are outside the scope of this document and may incur additional charges.
- 2.12. The Customer will maintain the DNS name and SSL certificates specific to Customer hosted SaaS environment.

3. Completion Criteria

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

- 3.1. Completion of all Deliverables below
- 3.2. Consumption of sixty-five (65) hours of Consulting Services
- 3.3. Passage of twelve (12) weeks after work is initiated

4. Responsibilities

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

- 4.1. Primary Owner = VMware: VMware is responsible for delivery of the component, with minimal assistance from Customer's project team.
- 4.2. Joint: VMware and Customer's project team are jointly responsible for delivery of the component.
- 4.3. Primary Owner = Customer: VMware is responsible for assisting the Customer project team as needed to deliver the component.

5. Deliverables

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
Phase 1: Kick-Off				
1.1	SaaS Installation	Server Change Request	VMware	VMware to install dedicated SaaS infrastructure
1.2	Kick-Off Call	Meeting	Joint	Kick-off meeting to discuss project and technical requirements
1.3	Procure DNS / SSL Cert	Server change request	Joint	SSL certificate delivered to AirWatch. DNS requirements delivered and scheduled for redirection
1.4	Deliver technical requirements	Firewall Change Request	VMware	VMware to deliver firewall requirements for SaaS
Phase 2: Test Run				
2.1	Client outage scheduled	Communication Plan	Customer	Client schedules test outage
2.2	Client AirWatch services suspended	Migration Plan	Customer	Client turns off AirWatch services
2.3	Client database ported to SaaS	Migration Plan	Joint	Client database ported to VMware SaaS environment
2.4	AirWatch-specific validation	Migration Plan	VMware	VMware validation of proper restoration of functionality
2.5	Client AirWatch services reactivated	Migration Plan	Customer	Client reactivates AirWatch services
2.6	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	Client production outage scheduled	Communication Plan	Customer	Client schedules production environment outage
3.2	SSL Certificate installed on SaaS servers	Migration Plan	VMware	SSL certificates installed
3.3	Client AirWatch services suspended	Migration Plan	Customer	Client turns off AirWatch services
3.4	Client database ported to SaaS	Migration Plan	Joint	Client database ported to AirWatch SaaS environment
3.5	DNS records redirected	Migration Plan	Customer	Client reports DNS records appropriately

ID	DESCRIPTION	TOOL / DELIVERABLE	PRIMARY OWNER	COMMENTS
3.6	AirWatch services reactivated	Migration Plan	VMware	VMware reactivates AirWatch services
3.7	AirWatch integration servers reinstalled	AirWatch Installation Guide	Joint	SEG/MAG/ACC/EIS reinstalled (if necessary)
Phase 4: Validation and Wrap-Up				
4.1	AirWatch SaaS Testing	AirWatch Test Plan	VMware	VMware SaaS team to test all critical components
4.2	Client-specific testing	Client Test Plan	Customer	Client performs testing of critical business use-cases
Project Management				
PM1	Project Management	AirWatch Project Management Report	VMware	Project updates and reporting as necessary

6. Pricing

For pricing, contact your local VMware Sales Representative. VMware SKU: V-PS-OP2-DHS

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.

For More Information

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