

Frequently Asked Questions – VMware Cloud on Dell EMC

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Business Questions

Q: What is VMware Cloud on Dell EMC

A: VMware Cloud on Dell EMC combines the simplicity and agility of the public cloud with the enhanced security and control of on-premises infrastructure, delivered as-a-service to data center and edge locations. This fully managed VMware Cloud service provides a simple, secure, and scalable infrastructure for customer’s on-premises datacenter and edge locations. VMware’s industry leading compute, storage, and networking software is integrated with enterprise-class Dell EMC VxRail hardware, empowering you to drive any enterprise workload. The unique approach of this service empowers customers to focus on business innovation and differentiation, while VMware operates the entire infrastructure end-to-end.

Q: Why will customers want to use VMware Cloud on Dell EMC?

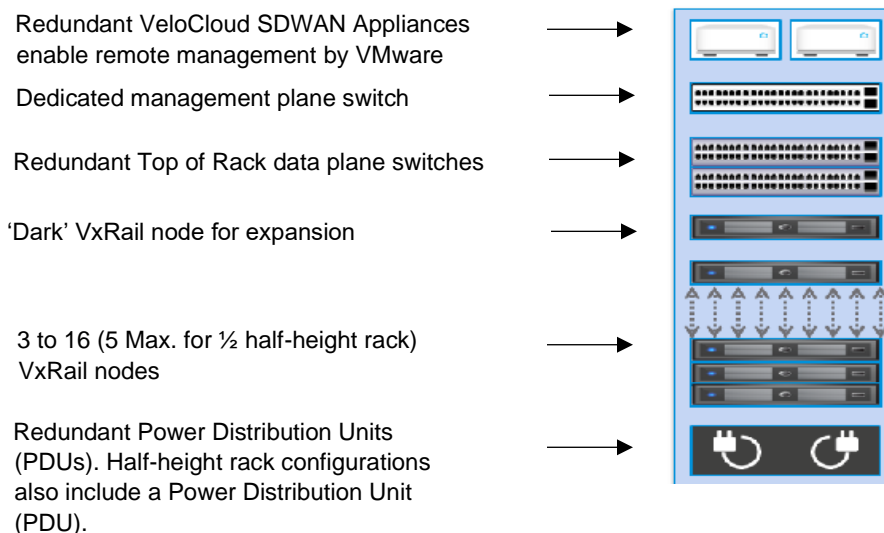
A: This service is for customers who want to get out of the business of managing infrastructure so that they can devote their time building, running, and supporting applications that will help their company innovate and grow. VMware Cloud on Dell EMC helps customers reduce their operational complexities through acquiring the foundation based on consistent infrastructure and operations that accelerates innovation, enables a strong enterprise security model, and provides the architecture required to support modern applications and workloads. Additionally, this service provides ‘cloud like’ monthly billing without requiring any capital spend.

Q. What is included with the VMware Cloud on Dell EMC service?

A: VMware Cloud on Dell EMC is a fully managed VMware Cloud Service which includes an infrastructure built to customer’s needs and preloaded with VMware Cloud Foundation software. This service includes full management of the hardware infrastructure, including monitoring, software patching and upgrades, security updates, lifecycle management and break-fix service

in the event of a hard failure. The service is backed by an Enterprise-grade Service Level Agreement (SLA).

More specifically, the VMware Cloud on Dell EMC's service infrastructure includes all hardware necessary including selected number and type of VxRail nodes, redundant Top of Rack (ToR) network switches, dedicated management plane switch, Power Distribution Unit (PDU), and a redundant pair of VeloCloud appliances used to provide the management connection to VMware's monitoring and service center. The following diagram shows, in general, how the infrastructure rack is configured:



Q. What makes VMware Cloud on Dell EMC Different than other managed services solutions?

A: There are several reasons why VMware Cloud on Dell EMC is different than other managed service solutions – including:

- **Integrated Hardware / Software:** This is a complete service that provides a custom-built, customer-sized Hyper-Converged infrastructure – pre-installed with VMware Cloud Foundation software. The infrastructure and software are part of the service and included in the cost.
- **Fully Managed Service:** This service provides full management of the hardware and VMware software infrastructure. VMware provides this management, which includes monitoring, security updates, VMware software patching and upgrades, lifecycle

management, and break-fix repairs onsite for the term of the service contract. IT staff resources who previously managed the hardware and software infrastructure are now available to participate in evaluation or deployment of next-generation applications and/or workloads.

- **Cloud-Like Billing:** The service provides a ‘cloud like’ monthly bill without any capital investments. This shifts the expense of maintaining a modern IT infrastructure from a large, cyclical CapEx expense to a predictable monthly OpEx expense that is easier for financial teams to digest.
- **Compute Enable the Edge:** This service is not only a perfect solution for on-premise data center infrastructure replacement / evolution, but also is ideal for compute-enabling the edge, especially in remote or under IT serviced locations where high capacity and performance compute resources are needed, however hiring or contracting IT support resources has traditionally been prohibitive. The fully managed nature of VMware cloud on Dell EMC removes these localized IT management restrictions, allowing geographically desperate businesses and industries to deploy high capacity compute to modernize and/or automate their businesses.

Q. How does VMware Cloud on Dell EMC compare with other SDDC solutions such as VMware Cloud Foundation (VCF) on Dell EMC VxRail?

A: With the addition of VMware Cloud on Dell EMC, VMware is now able to provide customers with an additional option when architecting their infrastructure.

VMware Cloud on Dell EMC is fully managed on-premises infrastructure, delivered as a service. For customers interested in eliminating their CapEx infrastructure spend and shedding the task of managing their physical infrastructure, VMware Cloud on Dell EMC brings the simplicity and billing model of the public cloud to their on-premises datacenter. VMware Cloud Foundation on Dell EMC VxRail provides a VxRail infrastructure running proven VMware Cloud Foundation software, which virtualizes compute, storage and networking functions.

A major differentiator of VMware Cloud on Dell EMC is that it is an inclusive subscription service which includes a VxRail -based infrastructure, VMware VCF software, and full management, service, and support of the infrastructure and software for the term of the contract. In contrast, VCF on Dell VxRail is self-managed by default, with Dell EMC offering a broad portfolio of management services that can be contracted for additional cost.

Q: What are primary advantages that VMware Cloud on Dell EMC provides?

A: VMware Cloud on Dell EMC can be used to simplify operations in data center and edge locations.

- **Reduce operational complexity and costs:** VMware Cloud on Dell EMC may dramatically simplify your on-premise and edge infrastructure. VMware delivers a fully managed offering, which simplifies everything from ordering and initial deployment to monitoring and

remediation. Additionally, VMware Cloud on Dell EMC provides a consistent, global view of all your infrastructure across datacenter and edge.

- **Consistent Operations and infrastructure for data center and edge locations:** VMware Cloud on Dell EMC is a fully managed VMware service that provides a simple, secure, and scalable infrastructure for your on-premises datacenter and edge locations. It leverages the same VMware software technology that powers VMware Cloud on AWS and VMware Cloud Foundation (VCF). With this consistent infrastructure, customers can seamlessly move workloads where they are needed according to business demands, without the need for re-platforming. Additionally, customers have access to familiar tools such as VMware vCenter and VMware NSX Manager, allowing them to leverage existing skillsets and operational models across private cloud, public cloud, and edge locations.
- **Accelerate innovation:** The infrastructure provided by VMware Cloud on Dell EMC is managed by VMware, regardless whether deployed in your datacenter or edge locations. This VMware software running on the infrastructure is consistently updated to the latest version, giving customers access to the latest capabilities VMware products have to offer. This empowers your virtual infrastructure administrators to focus on developing the best infrastructure for your business goals. This unique approach empowers you to focus on business innovation and differentiation, while VMware maintains the entire infrastructure end-to-end.
- **Built-in Enterprise Security:** VMware Cloud on Dell EMC provides built-in security by design from the intrinsic security of VMware Cloud Foundation software to the resilient architecture of the Dell EMC VxRail hardware infrastructure. vSphere and vSAN provide encrypted data at rest and encrypted vMotion for secure data in flight. NSX provides integral micro-segmented distributed firewall services. Communications via the Hybrid Cloud Control Plane are also securely tunneled through the VeloCloud Edge. Lastly, the infrastructure management network is physically isolated from the server traffic aggregation network, which runs separately on dedicated network switches.

Q: How much will VMware Cloud on Dell EMC cost?

A: While the pricing of VMware Cloud on Dell EMC is based on several factors, including type of nodes, number of nodes, and term of subscription, VMware Cloud on Dell EMC offers a very simple pricing model that includes the VMware Cloud Foundation software stack and full management, service and support of the infrastructure in the subscription cost. Please contact your VMware Sales Representative to discuss your infrastructure scale needs and service cost.

Q: What are the subscription terms for VMware Cloud on Dell EMC?

A: VMware Cloud on Dell EMC subscription is available based on a 1 or 3 year term commitment. Generally speaking, the longer the term, the less expensive the monthly cost will

be. Additionally, a 2-month paid trial is also available to allow customers to try the system without a long term commitment.

Q: Besides subscribing to this service, is there anything else I need to purchase or subscribe to?

A: The monthly subscription cost includes the customer infrastructure, VMware software, and the management, service and support of the infrastructure.

Add on services, such as Dell Data Protection for VMware cloud on Dell EMC can be subscribed to for an additional cost. Contact your local VMware account representative for more information.

Q: How long will it take to deliver the hardware once it has been ordered?

A: It typically takes approximately 4 weeks from the date of order to the date of delivery. During this period, the Dell EMC factory custom builds the ordered infrastructure rack to the customer's specifications, loads VMware software, completes an extensive 'burn in' test, then crates and delivers the infrastructure rack to the designated customer site so that a service technician can install it when convenient for the customer.

Q: Where will the customer's data reside?

A: The customer's data will always reside on-premise. Once the new infrastructure is delivered on site, installed by the deployment technician, and completes onsite testing – it is turned over to the customer so they may migrate applications, workloads, and data to the new VMware Cloud on Dell EMC infrastructure.

Q: What if a customer needs more capacity?

A: The customer can go to the VMware Cloud Portal and simply order more capacity. A Dell EMC service technician will arrive at a prescheduled time to install additional VxRail nodes to provide the requested additional capacity. Once the new nodes are installed and operable, the customer billing will be adjusted to reflect the additional nodes added.

Q. How can capacity be right-sized?

A. The site survey, which is part of the ordering process collects information that is critical to sizing the customer's service infrastructure when ordered. During the ordering process, the correct number of nodes will be added to the ordered infrastructure configuration. Additional nodes can be ordered and installed after deployment by a Dell service technician.

Q: What if a customer decides to stop using the service?

A: VMware will arrange for the infrastructure to be removed from the customer site and returned to Dell EMC.

Q: Which industries are best suited to take advantage of VMware Cloud on Dell EMC?

A: Based on surveys, we see significant opportunity to support the infrastructure needs of the following industries:

- For On-premise deployment, VMWare Cloud on Dell EMC is suitable for any Enterprise or vertical that has an interest in no longer managing their data center infrastructure and / or would benefit from an infrastructure cost model that provides a monthly subscription expense as opposed to a large, cyclical Capital expense.
- For edge computing deployment, any industry or organization that would benefit from having high capacity, high performance compute resources at the edge, including:
 - Energy (Oil, Gas, wind, solar production and control, Clean Energy Monitoring)
 - Manufacturing (Process and discrete manufacturing where need for IoT or real time analytical decision making is needed)
 - Logistics/Warehouse Management (shipping, receiving, inventory, supply chain management)
 - Transportation (airports, depots, traffic, railway operations, automotive systems)
 - Retail (Self-checkout, retail digitalization experience, IoT inventory control, Customer product and inventory self- navigation)
 - HealthCare (EPIC localization, customer experience, image storage, localized disaster survivability)

Q: How do I subscribe to VMware Cloud on Dell EMC?

A: Through the Cloud Service Portal (CSP). The process is simple and captures all details needed to size and build your service infrastructure. You can also work with your VMware account team to accomplish this.

Q: How is VMware Cloud on Dell EMC paid for?

A: The service is paid for using Service-specific SPP tokens via an ELA process.

Q: Does customer have to continue paying for VMware licensing of vSphere, vSAN and NSX once subscribed to the VMware Cloud on Dell EMC?

A: No – The VMware Cloud on Dell EMC service includes VMware vSphere, vSAN and NSX software, collectively called VMware Cloud Foundation (VCF) for the term of the subscription.

Q: Where can I find more information?

A: <http://www.vmware.com/go/vmc-on-dell-emc>

Technical Questions

Q: How is VMware Cloud on Dell EMC managed?

The infrastructure is managed by VMware Site Reliability Engineers (SREs). Customers can view the status of the infrastructure via the VMware Cloud Service Portal (CSP), which will show all their deployments, the status of each deployment, and any activities that have been taken by VMware SREs to keep their deployments healthy. This is also where customers will be informed when there are patches or updates that need to be scheduled at the customer's convenience and deployed.

Customers will use vCenter to manage their VMs and associated virtual environment, just as they do in existing on-premises environments.

Q: How Often Will Cloud Foundation Software be Updated?

A: VMware will patch and/or upgrade the Cloud Foundation software when new versions are made available. The customer's infrastructure and operations team will be notified when a maintenance window is needed to facilitate upgrades or patching. There will be an option to defer maintenance windows so that production activities are not interrupted.

Q: How Often Will the Hardware be Refreshed?

A: Hardware typically will be refreshed at the end of the hardware's practical lifespan, which is 5 years.

Q: Will There be Extra (dark) Capacity Installed in the Rack for Faster Recovery or Capacity Expansion?

A: Yes, an extra 'dark capacity' node will be installed and included with the delivered infrastructure. This additional node can be enabled through a call to the VMware support team. Once a 'dark node' is activated and put into use, the customer's subscription cost will be adjusted to compensate for the additional capacity.

Q: Can vRealize be used as a cloud service add-on, or can a current vRealize installation be used?

A: Either will work, however it is assumed that most customers will continue to use their existing vRealize installations.

Q: How are existing workloads moved from the existing infrastructure to the new VMware Cloud on Dell EMC infrastructure?

A: Subscription includes VMware HCX tools including vMotion, which allow users to migrate workloads in various use states to other host infrastructures.

Q: How many nodes does VMware Cloud on Dell EMC support today?

A: As of the April 2020 release, VMware Cloud on Dell EMC supports between 3 and 12 nodes when connected to 220VAC Single Phase power or 3 to 16 nodes when powered with 220VAC Three Phase power. The maximum of 16 nodes will increase in scale with future releases.

Q: What are the power source standards supported by the VMware Cloud on Dell EMC Service?

A: The equipment racks for VMware Cloud on Dell EMC are wired to support connection via NEMA L5-30 110VAC (limited to half-height racks) , NEMA L6-30 220VAC, or IEC 309 60A 220VAC 3-Phase.

Q: What are the dimensions of the Infrastructure enclosure (rack)?

A: Both rack options have a width of 23.6 inches and a depth of 42.1 inches. The half-height rack is 47.2 inches tall, while the full-height rack stands at 78.4 inches tall.

