

SoftLayer and VMware

Q. What was announced?

- A. We have signed an agreement with IBM that will allow us to deploy Horizon Air on SoftLayer infrastructure. The service is expected to go live in the SoftLayer data center in the second half of 2016.

We are excited about this partnership with SoftLayer and the continued investments we are making around the Horizon Air service worldwide.

Q. Why are we supporting SoftLayer?

- A. Designed to meet the growing needs of the business and an increased market demand, this agreement with SoftLayer allows VMware to tee up new services across a range of global sites to customers alongside our existing vCloud Air locations. SoftLayer is a fantastic partner for VMware, with a well established and trusted IaaS offering that is leveraged by large and small organizations alike.

This partnership also allows VMware to support customers with a broader choice around which cloud to deploy on. This is something many of our customers have been asking us for across all geographies.

Q. What benefits does a VMware customer gain from deploying on SoftLayer?

- A. Through this partnership, VMware gains access to more data centers and services worldwide, a faster backbone network for cloud bursting, and more hardware choices for potential IaaS deployments.

Q. What does this mean for vCloud Air?

- A. This announcement does not affect our commitment to supporting customers on VMware vCloud Air infrastructure. Horizon Air will continue to leverage both vCloud Air as well as SoftLayer data centers. Our focus is on providing the best quality and scope of services to our customers across the globe.

Q. When does this agreement officially take effect?

- A. This agreement has been signed and will take effect immediately. The first location that will be supported is in Tokyo, Japan. Within a matter of a few weeks, the SoftLayer Tokyo data center will come online and Horizon Air will be supported from this new location.

Q. What other geos will be supported by SoftLayer with Horizon Air?

- A. Out of the gate, VMware will expand its service to the SoftLayer Tokyo data center in Japan. Over the course of the year, VMware will extend services to additional SoftLayer locations across the globe.

Q. I just purchased Horizon Air. Where will my services be deployed?

- A. Customers will have the ability to choose between vCloud Air data centers and SoftLayer data centers.

Q. I just started rolling out my Horizon Air deployment and now you are telling me I need to migrate? Why wasn't I informed of this move under NDA prior to the announcement, so that I could have made an informed decision regarding whether I wanted to deploy on vCloud Air or wait until the new data centers were available?

- A. Unfortunately, there is never a good time to announce a new data center location. Until the negotiations are complete and the contracts are signed, we cannot reliably predict if or when the location will be available. However, within hours of signing the agreement with IBM SoftLayer, VMware notified its customers. It is important to note that our vCloud Air infrastructure will continue to function and we will support both vCloud Air and SoftLayer to the market.

Q. Will VMware have any alternative providers that I can leverage in other regions?

- A. At this time, VMware is only expanding its service with SoftLayer to the Tokyo data center in Japan.

Q. What if any new services will I be able to take advantage of with SoftLayer and Horizon Air?

- A. There are currently no new services being launched that are specifically tied to SoftLayer. This is simply an additional infrastructure provider enabling our existing Horizon Air service. Over time however, we will look to expand the level of services we can offer to VMware customers through SoftLayer.

Q. If I want to buy Horizon Air moving forward, do I purchase through VMware or SoftLayer?

- A. Customers looking to purchase Horizon Air in Japan should make their purchase through VMware and VMware-certified partners.

Q. Am I obligated to migrate?

- A. No. Customers will not be obligated to migrate. Our #1 priority is to support our customers. If customers do wish to migrate, we will provide them with a custom migration plan to ensure that their experience is as seamless as possible.

Q. If I do want to migrate over, when will I be migrated?

A. We are happy to discuss this and collaboratively build a migration plan that maps out the time for you.

Q. Will VMware be providing customers with services to facilitate this migration?

A. VMware will provide all of the necessary services to ensure that customers can migrate seamlessly to SoftLayer infrastructure.

Q. How much downtime should I expect?

A. A custom plan will be put in place for every customer that is looking to migrate. This will vary by customer size and deployment footprint. Our operations and client success team will offer white glove migration services scheduled in conjunction with our customers. Migrations will typically take place over the weekend (or at a more convenient time) as decided by the customer.

Q. Will I be compensated for that downtime?

A. We will work with customers to offer a potential compensation and/or Horizon Air credits for downtime experienced.

Q. I have a dedicated circuit. Will I be reimbursed for the cancellation fees? What form will that reimbursement take (payment, service credit, etc.)?

A. If the need to migrate a customer has been identified, VMware will ensure that the customer does not incur any migration-related charges. Reimbursements will be in the form of service credits or a reimbursement for the cancellation fees and any setup charges for the installation of a new dedicated circuit.

Q. I have related IaaS services that I purchased from vCloud Air. How will those services be affected?

A. There will be more IaaS information forthcoming and not all customers require these additional IaaS services. For now, we expect to move all IaaS-related workloads at the same time as Horizon Air to the new SoftLayer data center as we get them online and activated. Customers will have a choice of migrating IaaS to SoftLayer as part of the Horizon Air migration or contracting directly with SoftLayer if they already have an existing relationship in place. Any remaining credits for the balance of IaaS services will be credited back to the customer in the form of IaaS and/or Horizon Air credits.

Q. I am also a large IaaS customer of vCloud Air. If you are moving to SoftLayer, should I move my IaaS services that are unrelated to Horizon Air?

A. You should not move these services. This is simply an expansion of the Horizon Air service to a new data center location. If you have questions about future locations or services from vCloud Air, please contact the vCloud Air team directly.

Q. How will this affect the prices of Horizon Air?

A. This will have no effect on the prices of Horizon Air. Customers can continue to purchase all of the Horizon Air services at the same price.

Q. Who can I contact with any additional questions?

A. Please reach out to your local VMware Horizon Air sales rep with any additional questions.

