

# VMware vCloud Air Virtual Private Cloud OnDemand

## Q. What is Virtual Private Cloud OnDemand?

A. VMware vCloud® Air™ Virtual Private Cloud OnDemand is an industry-leading infrastructure-as-a-service (IaaS) offering that allows customers to consume specific vCPU, vRAM, Storage, Network, IP and even Support as incremental pay-as-you-go services. Individuals can register to access these resources online with a credit card with no upfront resource commitment and no upfront cost. Charges will be incurred as the resources are consumed (metered by minute) and billed on a monthly basis.

## Q. What does the service provide?

A. Customers have the ability to create and manage new virtual data centers and VMs using completely a-la-carte resources into the region of their choice. Customers can self-provision amounts of compute, RAM, storage and public IPs as needed and continue to benefit from the large list of supported Operating Systems and Applications.

## Q. What are ideal use cases for Virtual Private Cloud OnDemand?

- A. Virtual Private Cloud OnDemand use cases and missions include:
- Remove IT resource budget barriers and instantly scale your Dev and Test environments.
  - Handle unpredictable, in-consistent capacity needs and seasonal workloads.
  - Meet the DevOps needs of App developers and business units that are dabbling with cloud that demand self-service and fast response time.
  - Extend your existing applications, freeing up valuable on premises resources
  - Address business continuity urgency or needs resulting from a recent DR experience/event.

## Q. Where is Virtual Private Cloud OnDemand offered?

A. Virtual Private Cloud OnDemand is available in the US and UK.

## Getting Started

### Q. How do I sign up for Virtual Private Cloud OnDemand?

A. OnDemand service can be established immediately by registering an online account with just a credit card. Can't use a credit card for your infrastructure purchases? Use the new Subscription Purchasing Plan (SPP). More info at [vmware.com/go/spp](http://vmware.com/go/spp)

Sign up and you can be configuring VMs in minutes instead of the hours or days required to process a purchase order. For more information, visit <http://vcloud.vmware.com/service-offering/virtual-private-cloud-ondemand>

## Q. How is this service different from AWS or Microsoft Azure?

- A. While various IaaS providers share many common core capabilities, there are several areas where VMware differentiates itself:
- Fully Hybrid; Truly extends the customer data center with a hybrid platform that requires no VM conversions, offers seamless extensible networking, is optimized for BOTH existing apps as well as new apps, and leverages a single common set of management tools and processes.
  - Configurable: Enables you to choose exactly the VM dimensions you want with any ratio of CPU, memory and disc, as opposed to being forced to choose among pre-defined t-shirt sized instances. You can also add vCPU, memory and disk space to any running VM at any time.
  - Powerful: Includes an easy-to-use web portal and built-in integration to vCloud Director® for power users needing advanced industry-leading features such as setting quota limits for virtual machines, password policies for users, activity logging, lists of currently running tasks or a graphical view of your applications and network.

## Q. What's the difference between Virtual Private Cloud OnDemand and the similar subscription-based Dedicated Cloud and Virtual Private Cloud services?

- A. Virtual Private Cloud OnDemand is different in the following areas:
- No Contract, Pay as you Go, No Up -Front Costs.
  - Self-provision resources and pay only for what you use.
  - Provision in any data center any time you like.
  - Metered usage, invoiced monthly for the resources you consume.
  - Pay by Credit Card or Subscription Purchasing Plan (SPP).

## Buying

### Q. How much does it cost?

A. VMware meters charges per minute and bills the customer monthly based on actual consumption. Please visit <http://vcloud.vmware.com/service-offering/pricing-calculator> for our pricing configurator to configure your environment. VM's start as low as \$0.03/hr (USD)

**Q. Are there any promotional incentives or offers available?**

A. Yes. VMware offers new customers a \$300 service credit just for signing up. Details can be found at [vcloud.vmware.com](http://vcloud.vmware.com) or go to [vmware.com/go/ondemand](http://vmware.com/go/ondemand) to sign up.

**Q. Are there costs associated with importing existing VMs and/or data?**

A. There are currently no network costs associated with the import of existing VMs and/or data into the OnDemand service. The only costs associated with these VMs and / or data would be for the resources they consume within your OnDemand environment once imported.

**Q. Can I purchase this service from a VMware partner? If so, which partners offer the service?**

A. The OnDemand Service is available from both VMware and our ecosystem of partners. Purchase OnDemand with Subscription Purchasing Program (SPP) credits or purchase directly from VMware via credit card.

**Q. When and how will I be billed?**

A. Your billing date is the monthly anniversary of your service start date. You can look up service start date in My VMware portal. On your billing date, we calculate your monthly service charges and apply any available credit. If you have any outstanding charge, after the credits have been applied, your credit card or SPP credits will then be charged.

**Using VPC OnDemand**

**Q. How can users access vCloud Air?**

A. Users can access vCloud Air via the portal at <https://vca.vmware.com>, vcloud Director, the vCloud API available at [https://www.vmware.com/support/pubs/vca\\_pubs.html](https://www.vmware.com/support/pubs/vca_pubs.html), or using PowerCLI. An updated vSphere Hybrid Cloud Manager will be available in soon.

**Q. Is there specific Support for use of the APIs?**

A. Support for APIs is facilitated through discussions and documents found on the vCloud Air Community located at: <https://communities.vmware.com/community/vmtn/vcloud-air>.

**Q. What are the capacity limits or usage restrictions?**

A. The current maximums are up to 240GB of vRAM, up to 35Ghz vCPU, 2TB of storage, and 20 Public IP.

**Q. Can customers set alerts that indicate current usage levels?**

A. Yes. Usage threshold notifications can be generated via self-service in My VMware®.

**Q. Is there advanced monitoring or auto-scaling capabilities?**

A. vCloud Air will be releasing features including monitoring, logging, alerts and scaling very soon.

**Q. Can this service be used with locations outside the United States?**

A. Yes. The service can be purchased and accessed by companies with offices in any non-embargoed countries (as determined by US Trade and Export Compliance regulations).

**Q. What are the legal and privacy policies?**

A. Legal and privacy policies applicable to the vCloud Air service can be found in the Terms of Service agreement. The current Terms of Service agreement and privacy policies for vCloud Air can be found at: [vcloud.vmware.com/legal](http://vcloud.vmware.com/legal).

**Q. What types of security, compliance and certifications are offered?**

A. Security, compliance and certification information for vCloud Air can be found at: <http://vcloud.vmware.com/security-compliance/compliance-certification>.

**Q. What additional capabilities are available for the OnDemand service?**

A. VMware offers compatibility with VMware vRealize™ Automation™, vRealize Operations™, and vCloud Connector®. Additional capabilities including VMware vSphere® plug-in and Data Protection are scoped for 2015.

**Q. Can I use both OnDemand and a vCloud Air subscription service at the same time?**

A. Yes. Both services can be accessed, and billing can be viewed and managed, from a single My VMware portal. However the resources in these two services can not be combined.

**Q. What type of Support is available and how do I obtain it?**

A. OnDemand offers two support options; Online & Production and each are billed as a % of your resource consumption. Online Support for OnDemand services via Web and Email. Optional Production Support is also available via Web and Telephone. Customers have the option at time of registration to choose their support option and can change support preferences as desired via the My VMware portal. For more information on Support options, please visit <https://www.vmware.com/support/services/eap/ondemand-online-support.html>

