



VMware Cloud on Dell EMC

Frequently Asked Questions

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Contents

VMware Cloud on Dell EMC.....	1
Business Questions.....	2
Q: What is VMware Cloud on Dell EMC.....	2
Q: Why will customers want to use VMware Cloud on Dell EMC?	2
Q. What is included with the VMware Cloud on Dell EMC service?.....	2
Q. What makes VMware Cloud on Dell EMC Different than other managed services solutions?	3
Q. How does VMware Cloud on Dell EMC compare with other SDDC solutions such as	
Q: What are primary advantages that VMware Cloud on Dell EMC provides?	4
Q: How much will VMware Cloud on Dell EMC cost?.....	5
Q: What are the subscription terms for VMware Cloud on Dell EMC?	5
Q: Besides subscribing to this service, is there anything else I need to purchase or subscribe to?	6
Q: How long will it take to deliver the hardware once it has been ordered?	6
Q: Where will the customer’s data reside?	6
Q: What if a customer needs more capacity?	6
Q. How can capacity be right-sized?	7
Q. What if customer’s workloads have significant capacity storage demands?.....	7
Q: What if a customer decides to stop using the service?.....	7
Q: Which industries are best suited to take advantage of VMware Cloud on Dell EMC?	7
Q: How do I subscribe to VMware Cloud on Dell EMC?	8
Q: How is VMware Cloud on Dell EMC paid for?	8
Q: Does customer have to continue paying for VMware licensing of vSphere, vSAN and NSX once subscribed to the VMware Cloud on Dell EMC?	8
Q: Where can I find more information?.....	8

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.

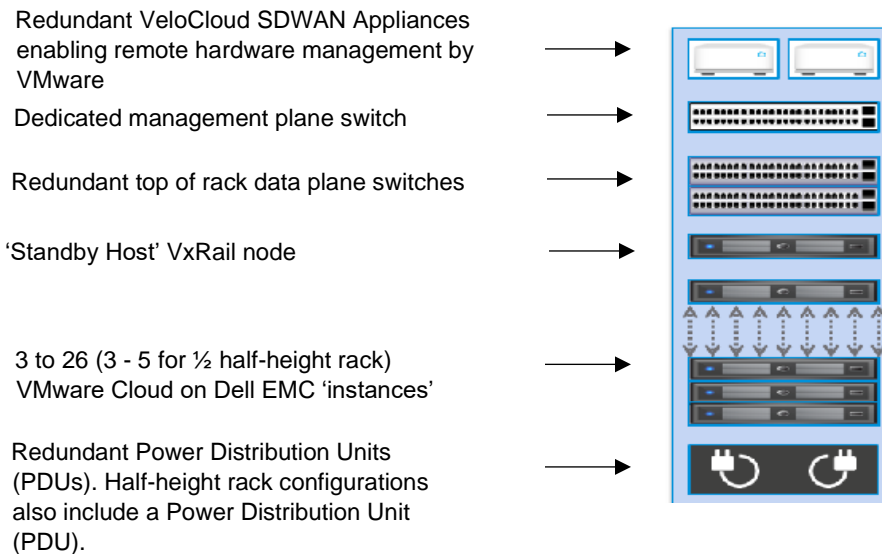
Q: Why will customers want to use VMware Cloud on Dell EMC?

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 modern workloads and applications that will help their company innovate, grow, and compete. VMware Cloud on Dell EMC helps customers reduce their operational complexities through acquiring a foundation based on consistent infrastructure and operations that accelerates innovation, enables a strong enterprise security model, and provides the architecture required to support modern workloads and applications. Additionally, this service provides 'cloud like' monthly subscription bill 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 a physical Dell VxRail Hyper-Converged infrastructure built to a customer's capacity needs and is delivered onsite preloaded with vSphere, NSX, and vSAN software. Included with this service is 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. This service is backed by an Enterprise-grade Service Level Agreement (SLA).

The graphic below shows the VMware Cloud on Dell EMC infrastructure in greater detail, including all hardware necessary to deploy the infrastructure quickly right out of the crate.



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's SDDC software stack. 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 is offered with a 'cloud like' monthly subscription bill and requires no capital (CapEx) investment. This shifts the expense of maintaining a modern IT infrastructure from a large, cyclical CapEx expense to a predictable monthly operational (OpEx) expense that is generally 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 serviced locations where high capacity and performance compute resources are needed, however hiring or contracting IT support resources is a costly or prohibitive option. The fully managed nature of VMware Cloud on Dell EMC removes these IT localization and management restrictions, allowing

geographically desperate businesses and industries to deploy high-capacity compute to modernize and/or automate their businesses.

- **VMware Cloud Console:** The VMware Cloud console is a single integrated environment that provides VMware customers with a 'single pane of glass' console that unifies all VMware multi-cloud services. The VMware Cloud Console provides customers with common dashboards, menus, and status screens for all VMware multi-cloud services they have subscribed to in an environment that contains all the VMware tools to allow these customers and their staff to use all the same VMware skills to manipulate their workloads. With VMware customers in mind, VMware will continue to enhance the VMware Cloud Console to support additional multi-cloud services and features with the goal of providing customers with a comprehensive, highly-productive operating experience that allows them to take on any next-generation workload or application.

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 a 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 SDDC 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 SDDC 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 customer-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. VMware SDDC 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 shift their primary focus away from managing hardware and allow them to help drive the deployment of modern workloads and applications. 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 NSX, vSphere, and vSAN 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 instances, number of instances, and term of subscription, VMware Cloud on Dell EMC offers a very simple, inclusive, subscription pricing model that includes the VMware Hybrid Cloud software 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 pricing options for VMware Cloud on Dell EMC.

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.

VMware Cloud on Dell EMC is also part of the VMware Cloud Universal Subscription program, which allows customers to use common SPP credits flexibly towards their VMware Multi-cloud journey. Cloud Universal Subscription portfolio today includes several VMware multi-cloud services and extensions including VMware Cloud in Dell EMC, VMware Cloud on AWS, VMware Cloud Foundation, VMware Tanzu Standard, and VMware vRealize Cloud Universal. More services will be added to the VMware Cloud Universal Subscription program in the future.

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. No additional professional services or VMware SDDC software is required.

Add on services, including Dell Data Protection, Faction Cloud Storage, and VMware Tanzu Standard can be subscribed to at 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 to 6 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 the VMware Cloud on Dell EMC infrastructure and under their control. 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 as they see fit.

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 service technician will arrive at a prescheduled time to install additional VxRail instances to provide the requested additional capacity. Once the new instances are installed and operable, the customer billing will be adjusted to reflect the additional instances added.

In the event that customers are running workloads that consume disproportionate amounts of storage relative to compute cores, VMware Cloud on Dell EMC partner Faction Storage can provide a solution that is able to provide extensive storage services that can support the storage needs of nearly any workload. For more information on the partnership with Faction Storage Services, please read the VMware Cloud on Dell EMC Faction partnership brief at: <https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/products/vmc-on-dell-emc/vmware-vmc-on-dell-emc-faction-partnership-brief.pdf> or talk to your VMware Cloud on Dell EMC sales specialist.

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 instances will be added to the ordered infrastructure configuration. Additional instances can be ordered and installed after deployment by a Dell service technician.

Q. What if customer's workloads have significant capacity storage demands?

A. In the event that a customer's workload requires a disproportional amount of capacity storage, such in the case of databases, VMware Cloud on Dell EMC's partner Faction Inc. offers a solution. Faction's Storage as a Service offerings for VMware Cloud on Dell EMC address this need through cloud -hosted storage services that extend the capacity storage of the VMware Cloud on Dell EMC infrastructure.

For more information on the partnership with Faction Storage Services, please read the VMware Cloud on Dell EMC Faction partnership brief at:

<https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/products/vmc-on-dell-emc/vmware-vmc-on-dell-emc-faction-partnership-brief.pdf> or talk to your VMware Cloud on Dell EMC sales specialist.

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. There may be term contract implications. Please see terms of service.

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 industry vertical business 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: Customers can subscribe to VMware Cloud on Dell EMC by accessing the VMware Cloud Console (<https://console.cloud.vmware.com/>) and following the steps. 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 who can step you through the process.

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

A: The service can be paid for in-full up front or through monthly billing. Up front, the service is paid for using Service-specific SPP tokens via an ELA process. Alternatively, the service can be paid for through monthly billing (requires a term contract commitment agreement – see terms of service for more information). Monthly billing payment options include credit cards or through invoicing.

VMware Cloud on Dell EMC is also part of the VMware Cloud Universal Subscription program, which allows customers to use common SPP credits flexibly towards their VMware Multi-cloud journey. Cloud Universal Subscription portfolio today includes several VMware multi-cloud services and extensions including VMware Cloud in Dell EMC, VMware Cloud on AWS, VMware Cloud Foundation, VMware Tanzu Standard, and VMware vRealize Cloud Universal. More services will be added to the VMware Cloud Universal Subscription program in the future.

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 for the term of the subscription.

Q: Where can I find more information?

A: Please see the VMware Cloud on Dell EMC product page at: <http://www.vmware.com/go/vmc-on-dell-emc> . If you have any questions or would be interested in a VMware account team contacting you, please send an email to vmcondellemc@vmware.com.

Technical Questions

Please see the Customer Technical FAQ, which can be found at:

<https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/products/vmware-dell-emc-public-d4-technical-faq.pdf>