

# VMware Cloud Universal

Frequently Asked Questions

September 2021

## General

### Q. What is VMware Cloud Universal?

A. VMware Cloud Universal is a flexible subscription that delivers enterprise-class multi-cloud infrastructure and operations by combining compute, storage, networking, management, and modern application services with customer entitlements to flexibly deploy VMware Cloud Infrastructure across private cloud, local cloud and public cloud.

## Program Guide

### Q. Why would customers want to participate in the VMware Cloud Universal program?

A. VMware Cloud Universal allows customers to establish an agreement with VMware to commit once and consume VMware Cloud offerings as needed. The commercial structure of the program offers three key benefits.

1. **Choice and Flexibility** allow customers to enter into a multi-year, dollar-based commitment contract based on an initial estimate of their deployment needs. Customers have the choice and flexibility to redeem those dollars towards any eligible program offer at any time during the contract term.
2. The **Convertibility** benefit is a unique value for customers that are uncertain about their cloud migration plans. Convertibility allows customers to convert and apply unused on-premises VCF-Subscription deployments towards a new VMware Cloud on AWS or VMware Cloud on Dell EMC subscription.
3. **Cloud Acceleration Benefit (CAB)** is a new program designed to offer customers an incentive to migrate from their existing perpetual licenses to a VMware Cloud subscription offering.

## Eligible Offerings

### Q. Which offers are eligible in this program?

A. As of the date of this FAQ, the eligible offerings of VMware Cloud Universal are:

- VMware Cloud Foundation
- VMware Cloud on AWS
- VMware Cloud on Dell EMC
- vRealize Cloud Universal Enterprise Plus
- VMware Tanzu Standard Edition

### Q. What add-on options and additional services are available?

A. As of the date of this FAQ, the following add-ons will be available:

- VMware Cloud Disaster Recovery
- vRealize Automation
- vRealize Cloud Universal
- VMware Site Recovery
- vRealize Log Insight
- vRealize Operations

**Q. What is VMware Cloud Foundation Subscription (VCF-S), and how do I purchase it?**

A. VMware Cloud Foundation Subscription (VCF-S) is an on-premises term-based subscription offering available through the VMware Cloud Universal program. To procure VCF-S, a customer needs to purchase SPP credits under the VMware Cloud Universal program and redeem those credits for the VCF-S offering.

You can learn more about VMware Cloud Foundation [here](#).

**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 a customer's on-premises data center 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.

You can learn more about VMware Cloud on Dell EMC [here](#).

**Q. What is VMware Cloud on AWS?**

A. VMware Cloud on AWS brings VMware's enterprise-class SDDC software to the AWS Cloud with optimized access to AWS services. Powered by VMware Cloud Foundation, VMware Cloud on AWS integrates our compute, storage, and network virtualization products (VMware vSphere, vSAN, and NSX) along with VMware vCenter management, optimized to run on dedicated, elastic, bare-metal AWS infrastructure.

You can learn more about VMware Cloud on AWS [here](#).

**Q. What is vRealize Cloud Universal, and how does it differ from VMware Cloud Universal?**

A. VMware vRealize Cloud Universal is a SaaS management suite designed to accelerate cloud adoption. It combines SaaS and on-premises capabilities for automation, operations, log analytics, and network visibility into one license to accelerate the business transition to the cloud. It gives the flexibility to deploy SaaS or on-premises interchangeably, without the need to repurchase, for a consistent hybrid and multi-cloud management experience. [vRealize Cloud Universal FAQ](#).

**Q. What is VMware Tanzu Standard Edition?**

A. VMware Tanzu Standard helps enterprises simplify Kubernetes operation and management across multi-cloud infrastructure. It offers an enterprise-grade, open-source aligned Kubernetes runtime across on-premises, public clouds and edge, with a global control plane to help manage your entire Kubernetes footprint centrally and consistently.

You can learn more about VMware Tanzu Standard [here](#).

**Q. What are the supported regions?**

A. Not all services are available in each geographic location. Please consult with your VMware sales representative to determine the availability of services within your region.

**Q. How do I purchase VMware Cloud Universal?**

A. To get started, customers will need to sign an Enterprise License Agreement (ELA) and purchase VMware Cloud Universal SPP credits. Customers can retire their SPP credit balance by purchasing VMware Cloud Universal eligible offerings.

**Q. Can subscription terms for eligible offerings extend beyond the VMware Cloud Universal ELA?**

A. Yes. Customers can start new subscriptions in any eligible offer at any point during the ELA term. For example, those subscription terms (Subscriptions for VMC on AWS or VCF-S) can expire after the end of the ELA term. However, some program benefits will be available only during the ELA term.

**Q. How does this change my existing VMware Cloud on AWS subscription?**

A. There is no change to the existing VMware Cloud on AWS pricing and subscription model - those will continue to be supported. VMware Cloud Universal is a new program.

**Q. Can I use previously purchased SPP or HPP-S credits for the VMware Cloud Universal program?**

A. No, SPP credits purchased out of the program are not allowed to be used within the program

## Getting Started

**Q. How do I redeem VMware Cloud Universal SPP credits?**

A. From the VMware Cloud console, navigate to the Subscriptions menu. From there, you can launch the subscription creation wizard, which will walk you through selecting the service, instance type, and other details for each service that you want to purchase. You can choose one-year or three-year terms, as well as the choice to pay up-front or monthly.

**Q. How do I onboard?**

A. After you have purchased your SPP credit fund, the fund owner will receive an onboarding invitation link via email. Click on this link and follow the steps to onboard to VMware Cloud. The onboarding process will walk you through establishing your organization that you will use to access the VMware Cloud console and help you link your new SPP credit fund payment method.

**Q. How do I provision infrastructure?**

A. After you have onboarded, you will land at the VMware Cloud console - [vmc.vmware.com](https://vmc.vmware.com). From there, you will be able to select from the available infrastructure services (VMware Cloud on AWS, VMware Cloud on Dell EMC, VMware Cloud Foundation-Subscription). You can provision infrastructure from any of these options, and your SPP credit fund will be charged. Once you have created, ordered, or registered, the services will be represented as inventory in the VMware Cloud Console.

**Q. What happens when my subscription expires?**

A. To ensure that you have service access and no interruption to your workloads, you must maintain active subscriptions for your deployed infrastructure. You will need to renew your subscription or purchase a new one to ensure access to your workloads.

**Q. What if I need support?**

A. VMware Cloud includes a Launchpad experience that is intended to provide self-service support, with introductions for deploying our infrastructure and guides for Migration, Kubernetes, and other solutions. This Launchpad provides step-by-step guides for the solutions and links to other videos and documentation at VMware TechZone. If you need additional support, you can reach out via chat or by opening an SR. As a VMware Cloud Universal customer, you might also be entitled to support from a Customer Success Manager, who will be there to help you get started and ensure you are successful on your journey to the cloud.

## Redemption

### Q. Can you explain the redemption process for VMware Cloud Universal SPP credits?

A. Upon booking, you will receive a confirmation email prompting you to create a VMware Cloud Console log-in. Next, you will confirm your order and organization details, select the infrastructure offering, and follow the guided process to complete redemption.

### Q. How long does it take for the subscriptions to activate after ordering?

A. Subscriptions will be activated, and the term will begin once the license keys are delivered by VMware. This process is expected to take 2-5 business days.

## Terms

### Q. Is there a Terms of Service agreement for VMware Cloud Universal?

A. The VMware Cloud Terms of Service can be found [here](#).

Customer's use of the Eligible Offering are subject to the applicable VMware standard terms accompanying or presented in the Eligible Offering, which is the VMware End User License Agreement (EULA) for on-premises offerings, or the VMware Cloud Service Offering Terms of Service (TOS) for cloud service offerings. These terms are available through links on the main end-user terms landing page, at: [www.vmware.com/download/eula](http://www.vmware.com/download/eula).

## Cloud Acceleration Benefit (CAB)

### Q. What is the Cloud Acceleration Benefit?

A. Cloud Acceleration Benefit is an incentive that is designed to offer VMware Cloud Universal customers a flexible way to leverage the value of their VMware Software Defined Data Center (SDDC) perpetual licenses as they migrate on-premises workloads to VMware Cloud Universal eligible offerings.

Cloud Acceleration Benefit is only available where customers prepay for SPP Credits that can be redeemed for VMware Cloud eligible offerings.

#### Key Benefits

- Customers get value for their past investment in perpetual licenses which they plan to deactivate over the term of their enterprise license agreement for purchase of VMware Cloud Universal offerings ("VMware Cloud Universal Contract"), which reduces the size of their investment

Reconciliation events ensure customers receive credit for the actual perpetual licenses they have surrendered, which can be applied towards the VMware Cloud Universal subscription committed spend.

- Additionally, customers receive credit (no cash back) for any prepaid, unused SnS balance associated with perpetual licenses they have surrendered at the reconciliation process.
- Licenses can leverage CAB at or after contracts signing

### Q. How is the total Cloud Acceleration Benefit value determined?

A. When you identify how many and which perpetual licenses are expected to be deactivated during the VMware Cloud Universal agreement term, a specific dollar value will be assigned to each license. The sum of the value for all indicated perpetual licenses will be the total expected CAB license value for the VMware Cloud Universal agreement. Customers will purchase VMware Cloud Universal SPP Credits equal to the commitment spend less the total expected CAB license value.

**Q. Which license are eligible for CAB?**

A. Some examples of products eligible for CAB are vSphere, vSAN, NSX, vRealize, vRNI, and SDDC Manager. A comprehensive list of CAB eligible product can be found in [the CAB Program Guide](#)

- Licenses must have an active SnS agreement on the date of the reconciliation and through the date that customer surrenders those licenses by signing a Software Destruction Agreement
- Hardware lock licenses (example: VxRail), licenses acquired through OEMs, and term licenses are not eligible
- CAB is not available for Unlimited ELAs

**Q. Is the CAB value limited in any way?**

A. Customers may only surrender perpetual licenses with a CAB value of up to 20% of the total committed spend on VMware Cloud Universal eligible offers or their actual spend on VMware Cloud Universal Eligible offerings, whichever is higher.

**Q. How is SnS treated for deactivated licenses leveraging CAB?**

A. During the reconciliation process, any paid unused SnS associated with perpetual licenses the customer has deactivated as part of the CAB will be credited to the customer's VMware Cloud Universal Credits balance for use in future subscription purchases. The date from which the unused SnS will be calculated is the Software Destruction Agreement signing date.

**Q. What is the annual true-up process?**

A. When you are ready to deactivate your license and at any time during the VMware Cloud Universal contract

- Indicate which licenses will be submitted for CAB and signs a Software destruction agreement (SDA), including details on the license keys to be retired
- VMware will calculate the total CAB value, which is the sum of the CAB license value and unused SnS balance associated with perpetual licenses
- Receive credit for the total CAB value. This credit can be used for VMware Cloud Universal Commitment eligible services.

**Q. How many times will the reconciliation process occur?**

A. The reconciliation process will occur at least once a year and a maximum of twice per year. Both VMware and customers can initiate a reconciliation process at any point in time during the VMware Cloud Universal contract.

Learn more about the Cloud Acceleration Benefit by reviewing the program guide [here](#).

**VMware Success 360****Q. What is VMware Success 360?**

A. VMware Success 360 is a comprehensive success offering that guides you through all the stages of your journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and achieve outcomes faster from your investments.

A Health Scorecard will provide you with a dynamic view of your overall health using critical metrics. We will track the business value, performance value, and experience value to help us ensure you realize value, and that our products are performing as you expect. We will share progress and stay aligned through regular Executive Business Reviews to ensure stakeholders are completely aligned and in sync at all times.

**Q. What are the components of the VMware Success 360?**

A. There are several components within VMware Success – Success Planning, Ongoing Adoption Guidance, Design Workshops, and Dedicated and Proactive Support.

- **Success Plan** - Working together, we will create your personalized Success Plan based on your current state and your desired goals. Your personalized Success Plan provides guidance to help you achieve your outcomes faster from your VMware technology investments. It contains the technical capabilities and activities needed to achieve your outcomes and is continuously updated as new business opportunities arise.
- **Ongoing Adoption Guidance and Design Workshops** – Provides you with varying levels of support so you can get the right amount of help in the right format at the right time, from onboarding, adopting, and consuming to optimizing your use of VMware technology. Ongoing Adoption Guidance includes self-service resources and on-demand one-to-many enablement sessions. At the same time, Design Workshops offer one-on-one guidance in your environment and build services where a remote certified specialist implements new capabilities for you.
- **Dedicated and Proactive Support** – Helps you speed issue resolution, minimize downtime, coordinate root cause analysis, and prevent recurring incidents to maximize productivity and uptime.

**Q. Is VMware Success 360 required for VMware Cloud Universal?**

A. Yes. VMware Success 360 is required with VMware Cloud Universal to provide you with continuous guidance tailored to your goals and objectives that can be scaled up or down based on the technology you are adopting and the speed and routes you want to take in your journey. Our goal is to provide you with a unified, simplified experience with VMware that helps you:

- Achieve outcomes faster from your technology investments
- Adapt as the business changes
- Take the best next steps toward achieving your goals
- Continually get value out of the investments you've made

**Q. Where can I find more information on VMware Success 360?**

A. Go to [VMware.com](https://www.vmware.com) to learn more about [VMware Success 360](#), where you'll find eBooks, datasheets, and more.



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