

Subscription Upgrade Program for VMware vRealize Operations

Q. What is the current offer?

A. The Subscription Upgrade Program (SUP) for VMware vRealize® Operations™ gives customers with a la carte perpetual vRealize Operations licenses a discounted price to upgrade to a subscription of VMware vRealize Operations Cloud™. Pricing is up to a 25 percent discount on the list price.

Q. Can a customer keep their vRealize Operations licenses?

A. No. As part of the SUP for vRealize Operations, perpetual licenses that have been upgraded must be relinquished, which is similar to any other upgrade. If the customer's goal is to keep and run the perpetual licenses, this program should not be used.

Q. What is the timeframe for this upgrade?

A. The SUP for vRealize Operations is effective starting April 14, 2020 and is subject to termination without prior notice.

Q. What are the requirements of this upgrade?

A. The customer must own vRealize Operations perpetual licenses, and be up to date and active on support and subscription (SnS) to be eligible. Customers can take advantage of this promotion at the time of renewal.

Q. What options are available?

A. The options include:

- vRealize Operations Standard to vRealize Operations Cloud
- vRealize Operations Advanced to vRealize Operations Cloud
- vRealize Operations Enterprise to vRealize Operations Cloud

On-demand, one-year, two-year, three-year, four-year and five-year term options are available. On-demand and upfront payment terms are available.

Q. Will my order(s) be eligible if I buy through a channel partner?

A. Yes, purchases made through channel partners are eligible for this program.

Q. Which customers are eligible for this program?

A. This program is available to all standalone vRealize Operations customers.

Q. Are SUP purchases eligible for VMware purchasing programs?

A. This program is not eligible for the VMware Enterprise Purchasing Program.

Q. Can SUP purchases be further discounted?

A. Yes, that is why the SUP is better than a promotional offer.

Q. Why would I want to upgrade to a subscription? Can't I just run my perpetual licenses in the cloud?

A. No, perpetual licenses are restricted from running in the public cloud per the [VMware Product Guide](#). Customers also benefit from not managing licenses and on-premises installations.

Q. Can I upgrade some of my perpetual licenses (but not all of them)?

A. Yes, you may upgrade some of your perpetual licenses and maintain a perpetual deployment. However, you may not mix perpetual and subscription environments. They must be two distinct environments with two different administration consoles.

Q. Can I change my mind and go back to perpetual licenses?

A. No, this is a one-way upgrade to vRealize Operations Cloud licenses.

Q. What happens at renewal?

A. The SUP for vRealize Operations SKUs are not renewable.

Q. Is support and subscription required?

A. No, there is no need to purchase SnS separately because it is already included in the vRealize Operations Cloud subscription.

Q. Who can I contact if I have questions?

A. Please contact your VMware authorized reselling partner or VMware account representative if you have any questions.