

VMWARE PROFESSIONAL SERVICES CREDITS FOR PUBLIC SECTOR CUSTOMERS

VMware Professional Services Credits for Public Sector Customers provide a cost-effective and flexible way to purchase VMware Consulting Services, Training and Certification. VMware Professional Services Credits allow customers to buy credits at the time of license purchase or as a stand-alone purchase. This helps to manage costs and eliminates the need to allocate additional funds later on.

Credits are available for purchase globally and can be used towards any available packaged consulting, custom consulting or training service, and VMware Certified Professional (VCP) exams.

- Credits can be purchased directly from VMware, VMware authorized distribution and reseller partners.
- Credits procured by U.S. public sector entities (see definitions below for U.S. Federal Customer and U.S. SLED Customer) never expire and unused credits are eligible for refund.
- Other entities as defined below may be eligible to purchase Federal or SLED SKUs, but VMware's standard commercial policies will apply. These credits will expire and are not eligible for refunds.

Benefits of Professional Services Credits

Flexibility: Leverage budget cycles and apply credits as needed towards education and consulting services

Value: Volume-based discounts are available for packaged consulting and training

Efficiency: Less administrative effort and a more streamlined order fulfillment process.

VMware Professional Services Credits List Price Discount Schedule

NUMBER OF CREDITS	DISCOUNT*	Federal SKU	SLED SKU
1-150	0%	SVC-CR-0-F	SVC-CR-SLED-0-C
151-600	10%	SVC-CR-10-F	SVC-CR-SLED-10-C
601-1200	15%	SVC-CR-15-F	SVC-CR-SLED-15-C
1201-2000	20%	SVC-CR-20-F	SVC-CR-SLED-20-C

How Professional Services Credits Work

- Credits account must be activated before credits can be used.
- Credits may be redeemed for VMware consulting services and VMware delivered education courses, as well as training delivered through the VMware Authorized Training Center (VATC) program.
- For packaged consulting and education offerings, one (1) credit may be redeemed for \$100 USD of VMware list price services.
- For custom consulting engagements, credits are redeemed based on the discount received. For example, redemption of a credit procured at a 10%

discount will be calculated as \$90.

- For custom consulting engagements, a signed Statement of Work (SOW) is not required at the time of credits purchase but is required prior to the engagement.
- The Technical Account Manager (TAM) program is delivered as an at-cost service and credits are redeemed based on the discount received.
- Credits may be used towards Travel and Expense (T&E) and are redeemed based on the discount received.
- Instructions for redeeming credits can be found on www.vmware.com/go/vmwarecredits

Customers Eligible for Federal SKUs

United States Federal Customer is defined as follows:

All Federal (executive, legislative or judicial) agencies, departments, commissions, boards, offices, councils, or authorities, including Government agencies as described above situated in U.S. Territories outside the continental United States, hospitals, medical centers, and other health facilities operated by U.S. Federal Government agencies.

All Federally Funded Research and Development Centers (FFRDCs) – See <http://www.nsf.gov/statistics/nsf06316/>, for a current list of FFRDC's.

Resellers or systems integrators (also referred to as "prime contractors") procuring the PSO Credits with federal funding for an otherwise qualified Federal Customer end-user (as identified in the first two bullets) may procure Federal SKUs.

Customers Eligible for SLED SKUs

A United States SLED Customer is defined as follows:

State & Local government entities such as a municipality, special district city, county or state governmental agency or department, commission, board, office, council, authority or other agency in the executive, legislative, or judicial branch of state or local government that is created by the constitution or a statute of the governing state, including the district, regional and state administrative offices. This includes agencies or departments appearing on a state or local government organizational chart. For example, the following are considered State & Local entities:

- Government Employee Retirement Associations/Funds
- Publicly owned utility companies, based on this definition: <http://www.opuda.org/publicprivate.html>
- Public libraries
- Public elementary, secondary, graduate, post-graduate, vocational, colleges and universities, including include district, regional, and state administrative offices and state boards of education
- Governmental agencies such as Chambers of Commerce, Better Business Bureaus, small business advocates, legislative bureaus, public defense associations, Metropolitan Transit Authorities, Port Authorities, Housing Authorities, and Power Authorities

- The United Nations and its subordinate agencies
- US Tribal Government entities, including Tribal Casinos (http://www.usa.gov/Government/Tribal_Sites/index.shtml)

The following nonstate or local government entities may also procure SLED SKUs:

- Private entities organized and operated for educational purposes such as elementary, secondary, graduate, post-graduate, vocational, or correspondence school; junior college; medical college; medical school; university; or scientific or technical institution accredited by associations recognized by the U.S. Department of Education. This includes corporations whose sole or primary function is the operation of such schools (e.g., Devry, Apollo Group, Corinthian Colleges, CEC, and UTI)
- Religious organization whose purchases are predominately for the private schools it administers (e.g., the Catholic Dioceses)

For More Information

To learn more about VMware Professional Services Credits, speak with your VMware Professional Services Sales Representative or VMware Partner. You can also visit www.vmware.com/go/VMwarecredits.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of consulting and education services help you uncover and exploit the unique opportunities made possible by VMware technology and solutions. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for your VMware solution to deliver results that are positive, tangible and material to IT and your business.

Terms and Conditions

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