

VMware Professional Services Credits

Overview of Professional Services credits

VMware® Professional Services Credits 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.

- 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 are available for purchase by VMware end-user customers only.
- Credits can be purchased directly from VMware, VMware authorized distribution and reseller partners, and from the VMware store at vmware.com.

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, especially when you make bulk credit purchases

VMWARE PROFESSIONAL SERVICES CREDITS LIST PRICE DISCOUNT SCHEDULE		
NUMBER OF CREDITS	DISCOUNT*	SKU
1-150	0%	SVC-CR-0
151-600	10%	SVC-CR-10
601-1200	15%	SVC-CR-15
1201-2000	20%	SVC-CR-20

*VMware list price discount only.

How Professional Services Credits Work

- Credits account must be activated before credits can be used.
- Credits expire one calendar year from date of purchase even if the Credit account has not been activated.
- 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 applied according to the list price based on volume of purchase.
- For custom consulting engagements a Statement of Work (SOW) is not required at the time of purchase; however, a signed SOW is required prior to the engagement.
- The Technical Account Management (TAM) services are delivered as an at-cost service and credits are applied according to list price by volume.
- Credits may be used towards Travel and Expense (T&E) and are applied at list price by volume.
- Discounts are not applicable when using PS/Learning credits as payment.
- Instructions for redeeming credits can be found on www.vmware.com/go/vmwarecredits

Eligibility Restrictions for U.S. Public Sector Customers

VMware is discontinuing the sale of new VMware Professional Services Credits for U.S. Public Sector customers. Accordingly:

- VMware Professional Services Credits are not available for purchase by or on behalf of U.S. federal or territorial government end customers, except to fulfill: (1) quotes issued on or before September 30, 2020, or (2) contractual commitments entered into on or before September 30, 2020. U.S. territorial government end customers include any non-federal government entities located in American Samoa, Guam, the Northern Mariana Islands, Puerto Rico, and the U.S. Virgin Islands.
- Restrictions apply to purchases by or on behalf of U.S. state and local government end customers. Please contact your VMware representative for more information.
- VMware Professional Services Credits currently held by or on behalf of U.S. Public Sector customers will remain available for redemption in accordance with the terms and conditions in effect when the Credits were purchased.

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

This solution overview is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the [VMware Professional Services General Terms and Conditions](#).