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Service Description

VMware Cloud™

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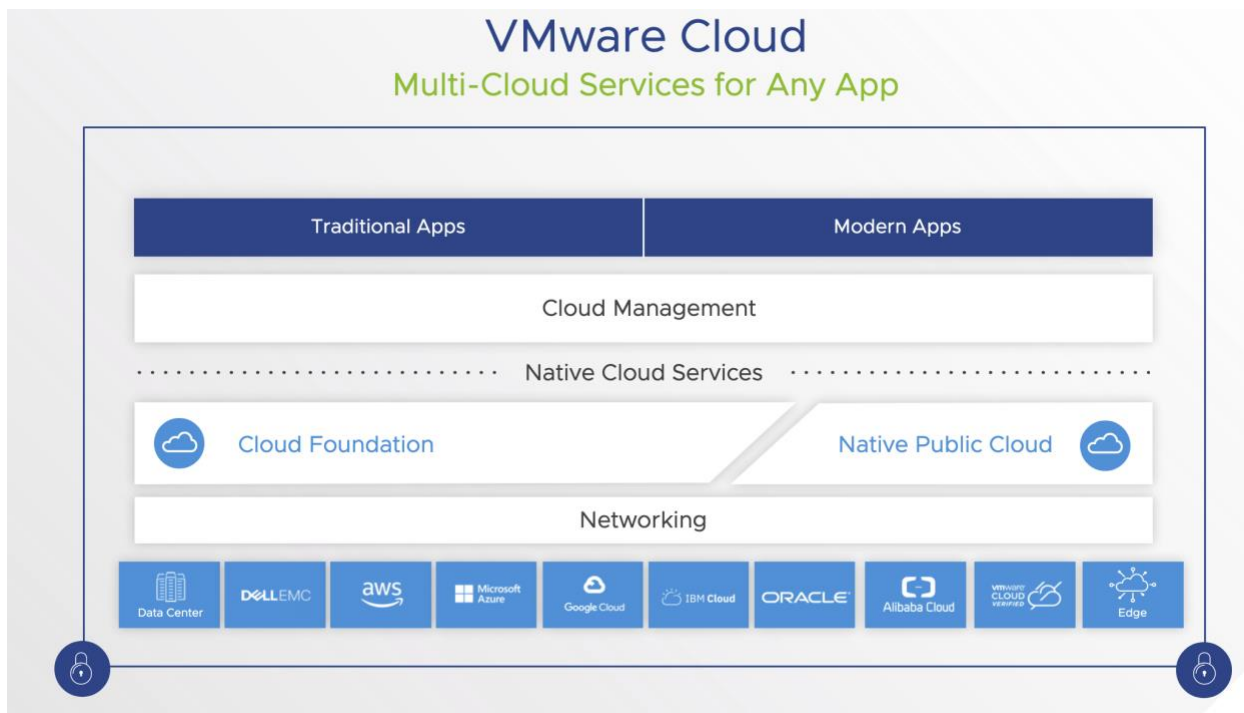
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1. Introduction

1.1 Service Description

VMware Cloud™ is a multi-cloud service for all apps across data center, edge, and public cloud environments. VMware Cloud enables modular, multi-cloud infrastructure, app, and management services that accelerate app modernization and cloud transformation to deliver innovation for customers.



VMware Cloud has the following features:

- **General Services:**
 - VMware Cloud Console: The VMware Cloud Console, which is described more fully below, is the primary management interface for VMware Cloud, providing the core functionality that is common across all infrastructure services, integrated services, and solutions including VMware Cloud Launchpad, subscription management, inventory management, activities, notifications, Developer Center, VMware Cloud Sizer, and more.
 - VMware Cloud Launchpad: VMware Cloud Launchpad is a consolidated starting point designed to help customers learn about the latest VMware Cloud infrastructure services, integrated services, and solutions. Launchpad provides detailed technical information, relevant tools, and step-by-step integrated workflows that help customers get to their business outcomes quickly.
 - Subscription management: Provides consolidated purchase and management of term commitments with 1-year, 3-year, and other terms across available individual VMware Cloud service offerings.
 - Inventory management: Provides a single pane of glass view of customer infrastructure service deployment inventory, regardless of the underlying infrastructure provider. VMware Cloud allows customers to manage their deployments from a global view.

- **Activity Log:** Provides a recent history of events and notifications for VMware Cloud actions conducted within the customer's organization.
 - **Notifications:** Provides org and SDDC-level notifications of events occurring within VMware Cloud directly within the VMware Cloud Console, through applicable VMware vCenter® clients, as well as directly to customer email.
 - **Developer Center:** VMware Cloud provides multiple automation and development interfaces that help customers learn, automate, integrate, and develop features. These tools automate manual tasks, help customers manage complex environments at scale, and provide samples and language bindings in common development languages so developers can be up and running quickly. The VMware Cloud Developer Center includes automation tooling spanning infrastructure services, integrated services, and solutions.
 - **VMware Cloud Sizer:** Provides resource sizing recommendations for infrastructure services within VMware Cloud.
- **Infrastructure Services:** VMware Cloud enables all VMware vSphere®-based infrastructure offerings, including VMware-managed, partner-managed, and customer-managed environments, both on-premises and in the cloud. These infrastructure services can be provisioned and managed through VMware Cloud, and include:
 - VMware Cloud™ on AWS (“VMC on AWS”)
 - VMware Cloud™ on Dell EMC (“VMC on Dell EMC”)
 - VMware Cloud Foundation™ delivered as an on-premises subscription (“VMware Cloud Foundation Subscription”)
 - A set of SDDC services that are common across VMware-managed, customer-managed, and partner-managed environments is available, and includes capabilities including provisioning, software lifecycle management, autoscaling, host monitoring and more. Different services are applicable for each of the different offerings. For a complete list please review the Service Descriptions for VMC on AWS and VMC on Dell EMC, found through links at <https://www.vmware.com/download/eula.html>.
 - **Integrated Services:** VMware Cloud provides an integrated experience with VMware vRealize® Cloud™ management services, VMware Site Recovery Manager™, VMware Cloud Disaster Recovery™, VMware Tanzu™ Standard, and other VMware service offerings. This includes a common way to subscribe to vRealize Cloud services for each of the infrastructure services:
 - VMware vRealize® Cloud Universal™ is included with VMware Cloud Foundation Subscription.
 - For VMC on AWS and VMC on Dell EMC, VMware Cloud will have bundle and a la carte options to add vRealize at the customer's discretion.
 - In addition to central subscription management, VMware Cloud will provide an easy way to enable vRealize services on the VMware Cloud Console.
 - **Solutions:**
 - VMware Cloud will provide a set of value-added VMware solutions that focus on customer outcomes, including Sizer, migration, and customer-managed Kubernetes through VMware Tanzu Standard. Each solution typically includes a workflow with relevant VMware cloud services included.

1.2 Service Consoles

VMware Cloud includes access to the following consoles:

- VMware Cloud Console, which is the primary user interface for VMware Cloud. The VMware Cloud console provides the core functionality that is common across all infrastructure services, integrated services, and solutions, including Launchpad, subscription management, inventory management, activities, notifications, Developer Center and API explorer, VMware Cloud Sizer, and more. VMware Cloud management APIs are available, including inventory, which provides a consolidated view of all provisioned VMware Cloud infrastructure deployments. The VMware Cloud console is accessible through <https://vmc.vmware.com/>.
- VMware Cloud Sizer provides sizing tools to assist customers with identifying the correct sizing recommendation for VMware Cloud infrastructure services, and is accessible through <https://vmc.vmware.com/sizer/>.
- VMware Cloud Services Discovery Console provides a common entry point for many VMware cloud service offerings, including VMware Cloud, as well as identity and access management, billing, and support requests, and is accessible through <https://console.cloud.vmware.com/>.
- VMware Cloud status page for communicating the status of VMware Cloud and other services, and is accessible through status.vmware-services.io.

1.3 Technical Documentation and Training

A Getting Started guide, data sheet, release notes, and FAQ documents are available at <https://docs.vmware.com/>. Release Notes are available at <https://docs.vmware.com/en/VMware-Cloud/services/rn/VMware-Cloud-Release-Notes.html>.

2. Service Operations

2.1 Service Provisioning

Customers gain access to VMware Cloud through a VMware Cloud Services invitation, which enables them to establish their cloud services organization. To receive a VMware Cloud service invitation, contact your VMware sales representative. After organization creation, customers arrive at the VMware Cloud Console. The VMware Cloud Console itself provides access to infrastructure services, integrated services, and solutions, all of which have their own service provisioning methods. Customers can create additional user accounts as needed.

A customer's responsibilities include:

- Deploying, configuring, and managing infrastructure services, integrated services, and/or solutions available through the VMware Cloud Console, as needed.
- Configuring VMware Cloud to gather metrics from cloud-based services (for example, Amazon Web Services) as needed and where required for infrastructure services.

Data retained in VMware Cloud pertains only to the meta-data associated with customer deployments for inventory, subscriptions, and other service data. There is no actual customer data or customer content from any infrastructure deployments.

2.2 Service Location

The VMware Cloud Console data, including your any configuration information for infrastructure services, integrated services, and solutions, and any data that VMware collects relating to your use of VMware Cloud, persists in the AWS US-West (Oregon) data center location, but may be

replicated to other AWS regions to ensure availability of VMware Cloud.

2.3 Data Collection by Google Analytics

VMware Cloud utilizes Google Analytics (which is integrated into the VMware Cloud Console) to collect data directly from any browsers used to view or receive any of the individual VMware Cloud service offerings. The data collected and inferred is used by VMware to diagnose and improve its products and services and to fix issues. Further information on how Google collects and uses this data when you use VMware Cloud can be found at: www.google.com/policies/privacy/partners/.

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