



Support Services

Sub-processors

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VMware may hire other companies to provide certain services on its behalf. Sub-processors who may process Content (as defined in the Terms of Service) are itemized below. VMware affiliates may also process Content. As set forth in the Data Processing Addendum, VMware has adequate data transfer mechanisms in place with each sub-processor.

Subcontractor	Country	Services Performed
Cisco Systems, Inc.	USA*	Online meeting provider
Gainsight, Inc.	USA*	Customer success platform
Microsoft Corporation	USA*	Email and collaboration tools
Salesforce.com	USA*	CRM/Customer support
Zendesk, Inc	USA*	SR management (VMware Tanzu Application Catalog, VMware Secure State, Cloudhealth by VMware, VMware's Carbon Black products/services, only)
Zoom Video Communications, Inc.	USA*	Online meeting provider
Amazon Web Services, Inc.	USA	Hosting provider and platform services (Skyline only)
OwnBackup, Inc.	USA*	Backup hosting provider (VMware Carbon Black products/services only)
Khoros, LLC	USA*	Hosting user exchange platform (VMware Carbon Black products/services only)
Clarizen, Inc.	USA*	Platform used to manage professional services engagements (VMware Carbon Black products/services only)
Intercom, Inc.	USA*	Customer chat

** The country listed is the sub-processor's primary location. VMware purchases the sub-processor's standard offering and thus the sub-processor controls the country in which data is stored.*

If you would like to receive updates to this sub-processor list, please go into your user profile subscription tab settings available at <https://my.vmware.com/group/vmware/profile>, and enable notifications for this sub-processor list.

VMware Affiliates

Subcontractor	Country
VMware Australia Pty Ltd	Australia
VMware Canada Inc.	Canada
VMware Information Technology (China) Co. Ltd	China
VMware Costa Rica Ltda.	Costa Rica
EMC Egypt Service Center Ltd	Egypt
VMware France	France
VMware Global – Germany Branch	Germany
VMware Hong Kong Limited	Hong Kong
VMware Software India Private Limited	India
VMware International Limited	Ireland
VMware International Marketing Limited	Ireland
VMware Israel Ltd.	Israel
VMware K.K	Japan
VMware Singapore Pte. Ltd.	Singapore
VMware Switzerland	Switzerland
VMware UK Limited	United Kingdom
VMware, Inc.	United States
AirWatch LLC	United States
Dell EMC	United States