



VMware Workspace ONE® and VMware Workspace ONE® UEM

Sub-processors

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VMware may hire other companies to provide certain services on its behalf. Sub-processors that 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. The lists below do not apply to pre-release versions.

VMware Workspace ONE UEM Sub-processors

Sub-processor	Country	Services Performed
Akamai Technologies, Inc.	USA ¹	Content Delivery Network (only if content delivery network is enabled)
Microsoft Corporation	USA ¹	HockeyApp – Crash Reporting (only for Workspace ONE, Tunnel, and Content Locker Apps for Windows)

VMware Workspace ONE UEM Data Center Providers

Country ²	Service Provider	DR Location	DR Provider	DR Location 2	DR 2 Provider
Australia	Amazon Web Services	Australia	Amazon Web Services	Australia	Amazon Web Services
Canada	1 – IBM Softlayer 2 – Amazon Web Services	1 – Canada 2 – Canada	1 – IBM Softlayer 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
Germany	CenturyLink Managed Services	Germany	Amazon Web Services	n/a	n/a
Germany	1 – IBM Softlayer 2 – Amazon Web Services	1 – Netherlands 2 – Germany	1 – IBM Softlayer 2 – Amazon Web Services	1 – Germany 2 – n/a	1 – Amazon Web Services 2 – n/a
Hong Kong	1 – IBM Softlayer 2 – Amazon Web Services	1 – Singapore 2 – Hong Kong	1 – Amazon Web Services 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
India	1 – IBM Softlayer 2 – Amazon Web Services	1 – Singapore 2 – India	1 – Amazon Web Services 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
Japan	Amazon Web Services	Japan	Amazon Web Services	n/a	n/a
New Zealand	1 – Spark 2 – Amazon Web Services	1 – Australia 2 – New Zealand	1 – Amazon Web Services 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
Singapore	1 – IBM Softlayer 2 – Amazon Web Services	1 – Singapore 2 – Singapore	1 – Amazon Web Services 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
United Kingdom	1 – IBM Softlayer 2 – Amazon Web Services	1 – Netherlands 2 – United Kingdom	1 – IBM Softlayer 2 – Amazon Web Services	1 – United Kingdom 2 – n/a	1 – Amazon Web Services 2 – n/a
United States	1 – QTS Government Cloud 2 – Amazon Web Services	1 – USA 2 – USA	1 – QTS Government Cloud 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a
United States	1 – VMware-managed datacenters 2 – Amazon Web Services	1 – USA 2 – USA	1 – VMware-managed datacenters 2 – Amazon Web Services	1 – n/a 2 – n/a	1 – n/a 2 – n/a

WorkspaceONE UEM Ancillary Services Data Center Providers

Service Provider	Applicable Service	Primary Location	Back Up Location	DR Location
Amazon Web Services	Advanced Remote Management (only if purchased) ³	USA	USA	--
		Canada	Canada	
		Germany	Germany	
		Japan	Japan	
		Australia	Australia	
Amazon Web Services	Hosting for crash reporting (unless Customer opts-out of crash reporting)	USA	USA	USA
Amazon Web Services	Workspace ONE Mobile Flows	USA	USA	N/A
Amazon Web Services	Hosting for Workspace ONE Intelligence ⁴	USA	USA	Same as back-up
		Ireland	Germany	
		Germany	Ireland	
		Japan	South Korea	
		Australia	Singapore	
		Canada	N/A	
Amazon Web Services	Hosting for the Boxer ENS ⁵	USA	USA	N/A
		Germany	Germany	
		Japan	Japan	
Amazon Web Services	Amazon S3, Redshift, DynamoDB (Applicable to mobile apps)	USA	USA	Could fail over to any AWS data center

VMware may use additional sub-processors for customer support – see the sub-processor listing for [Global Support Services](#).

VMware Identity Manager™ (vIDM) may be licensed as part of this offering and may use additional sub-processors – see the sub-processor listing for [vIDM](#).

If you would like to receive updates to this sub-processor list, please go to the [Cloud Services Preference Center](#) and enable notifications for this sub-processor list.

¹ 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.

² For customers in a shared hosting services environment, the data center location will be determined based on the customer’s location, unless otherwise agreed by VMware and the customer in advance. For managed hosted services customers, the customer selects the data center location.

³ VMware will use the datacenter location that matches the customer’s Workspace ONE UEM datacenter location. When Advanced Remote Management is not available in the country of the customer’s Workspace ONE UEM datacenter location, then VMware will ask the customer which data center location should be used.

⁴ For customers in a shared hosting services environment, VMware determines the data center location based on the customer’s Workspace ONE UEM region. For managed hosted services customers, VMware determines the data center location based on the customer’s Workspace ONE UEM region, unless otherwise agreed to by the parties. For customers using Workspace ONE in their own on-premise environment, the customer selects the data center location during installation of the Workspace ONE Intelligence connector.

⁵ The data center location is generally based on the customer’s predominant user location, unless another location is selected during setup.