



Elastic VMware Service

Frequently asked Questions

General Information

Q. What is Elastic VMware Service?

A. Elastic VMware Service (EVS) is an AWS-native service that enables you to run VMware Cloud Foundation (VCF) directly within their Amazon Virtual Private Cloud (VPC) using dedicated EC2 bare metal instances. It allows organizations to run and manage their VMware workloads within their AWS VPC with operational consistency, leveraging familiar VMware tools and processes.

Q. How does Elastic VMware Service differ from other VMware cloud offerings?

A. EVS runs VCF natively within your AWS VPC, providing you with direct administrative control and the ability to utilize familiar VMware tools. Unlike VMware Cloud on AWS (a managed service), EVS allows more flexibility in management, license portability, and integration with AWS services, and is deployed directly in your AWS account.

Technical Specifications

Q. Which VMware Cloud Foundation version does Elastic VMware Service support?

A. At GA, EVS will support VCF version 5.2.1. Future version support will be announced by AWS and VMware as the service evolves.

Q. What hardware does Elastic VMware Service run on?

A. EVS currently runs on Amazon EC2 i4i.metal instances, which provide storage-optimized, high-performance bare metal infrastructure. Additional instance types are planned for future releases.

Q. What are the minimum and maximum cluster sizes supported?

A. The minimum cluster size is 4 nodes, with a maximum of 16 nodes per cluster at launch. At launch, only a single cluster configuration will be possible.

Q. Which AWS Regions is Elastic VMware Service available in?

A. At GA, EVS will be available in:

- US East (N. Virginia)
- US East (Ohio)
- US West (Oregon)
- Asia Pacific (Tokyo)
- Europe (Frankfurt)

Migration and Implementation

Q. How do I migrate my existing VMware workloads to Elastic VMware Service?

A. You can migrate workloads using standard VMware tools and processes. EVS supports extending on-premises networks, so you can move VMs without changing IPs or rewriting operational runbooks.

Q. What is the typical deployment timeline for Elastic VMware Service?

A. Automated deployment workflows can provision a full VCF environment in hours, significantly reducing setup time compared to traditional infrastructure.

Q. Can I extend my on-premises VMware environment to Elastic VMware Service?

A. Yes. EVS is designed for hybrid cloud scenarios, allowing you to extend on-premises VMware environments to EVS and manage them with the same tools and processes.

Licensing and Pricing

Q. How does licensing work for Elastic VMware Service?

A. At GA, EVS will support Bring Your Own Subscription (BYOS).

Q. What are the cost components for Elastic VMware Service?

A. Customers pay for AWS infrastructure (EC2, route server, control plane, networking) and must have valid VCF licenses (BYOS at launch).

Support and Maintenance

Q. How is Elastic VMware Service maintained and updated?

A. AWS manages the underlying infrastructure and VCF stack. Customers retain administrative control for configuration and patching, similar to on-premises environments. All Day 2 operational responsibility lies with the customer or its managed services partner.

Q. What support options are available for Elastic VMware Service?

A. Customers will call the AWS support for any issues. Support levels and response times depend on the customer's existing support agreements.

Q. Who do I contact for technical issues with Elastic VMware Service?

A. Customers will contact AWS customer support for all technical queries.

Security and Compliance

Q. What security features are included with Elastic VMware Service?

A. EVS leverages AWS's security infrastructure, including encryption, network isolation, and access controls. Customers can also use VMware's built-in security features (e.g., NSX, vSAN encryption).

Q. How is data protected in Elastic VMware Service?

A. Data is protected using always-on encryption for storage and secure networking. Customers can also use backup and disaster recovery solutions, including Amazon FSx for NetApp ONTAP as external storage.

Integration with Existing Systems

Q. How does Elastic VMware Service integrate with other AWS services?

A. EVS enables native integration with AWS services such as S3, RDS, analytics, containers, and AI/ML, enabling you to utilize AWS native services while retaining VMware operational consistency.

Q. Can I use my existing VMware tools and processes with Elastic VMware Service?

A. Yes, you can use familiar VMware tools (vCenter, NSX, vSAN, Aria operations & automation) and third-party integrations for backup, storage, and disaster recovery, just as you would on-premises.

Q. How does Elastic VMware Service support hybrid cloud operations?

A. EVS is designed for hybrid cloud, enabling seamless network extension, workload migration, and unified management across on-premises and AWS environments.