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Overview

Product Overview

This VMware Service Provider Program ("VSPP") Product Usage Guide is effective for VSPP product usage as of June 1, 2013. This VSPP Product Usage Guide replaces all previous VSPP Product Usage Guides. The information provided in this VSPP Product Usage Guide applies to all of the VSPP products and bundles that are available in the VMware Service Provider Program (the "VSPP Products") as listed below in the VMware Service Provider Program Product Availability Chart, and may be updated by VMware at any time. To have access to these VSPP Products, a Service Provider must have a valid vRAM-based VSPP rental agreement with a VMware VSPP Aggregator as of or after June 1, 2013 for the applicable reporting and purchase of VSPP Products.

VSPP Partners that have agreements permitting usage under the "vRAM model" must submit a written request to their VMware Account Manager to receive any of the VSPP Products added as new in this Guide. For all such orders, the Service Provider must include the company name, Aggregator name, contract number, product request and volume needed. This process can also be used to add license keys for any product listed in this Guide that Service Providers do not see on their MyVMware product portal.

The following products have been added to the VSPP:

• VMware Horizon Workspace, 7 points per user per month
• VMware Horizon Mirage, 7 points per user per month
• VMware vCloud Connector 2.0 Advanced is now included in VMware vCloud Service Provider Bundle - Premier Plus and Premier Editions (at no additional cost)

The following products have been modified:

• VMware Horizon View, 12 points per concurrent connection per month (formerly known as View Premier, no change to pricing or functionality)

The following items have been removed from the VSPP:

• VMware vCloud Integration Manager
• VMware vCenter Protect has been acquired by LANDesk; partners using this product will need to contact LANDesk directly for use and support of this product after June. Service Providers currently using this product should contact their VMware representative to get an introduction to LANDesk. After June, no use or reporting of use may occur through VSPP.

Any usage of a product that has been removed from VSPP shall be pursuant to the terms set forth in the last guide governing the product prior to its removal from VSPP except for products no longer owned and managed by VMware.

Support Overview

Support coverage for VSPP Products is listed in this Guide for each product. VSPP product support renewal is automated without any request by Service Providers or Aggregators. Product Support is automatically extended for any Service Providers on a vRAM-based contract that are current on payments as of the contract anniversary date.

Translation

To the extent that this Guide has been translated into any language besides English, the English version of the Guide will prevail over any inconsistencies with a non-English version of the Guide.
VMware Service Provider Program Pricing Model

Service Providers currently able to license under a Virtual RAM Pricing Model may utilize the following products. All products used must be reported to the Aggregator on a monthly basis. Appendix A lists the naming convention for reporting use of the products. Service Providers who sign contracts on or after June 1, 2013 will have the products with points value listed below delivered in their license portals automatically. Service Providers who have existing contracts will need to request access to any products listed here that are not on their portal through their VSPP Account Manager or Aggregator. Products without a points value listed are available by request only, see your VMware Account Manager for assistance.

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Points/Month</th>
<th>Charged Per</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Cloud Infrastructure and Management Products:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VMware vCloud Service Provider Bundle - Premier Plus Edition</td>
<td>10</td>
<td>1 GB Reserved RAM (based on average monthly usage)</td>
</tr>
<tr>
<td>VMware vCloud Service Provider Bundle – Premier Edition</td>
<td>7</td>
<td>1 GB Reserved RAM (based on average monthly usage)</td>
</tr>
<tr>
<td>VMware vCloud Service Provider Bundle – Standard Edition</td>
<td>5</td>
<td>1 GB Reserved RAM (based on average monthly usage)</td>
</tr>
<tr>
<td>VMware vCenter Operations Management Suite Enterprise Edition</td>
<td>7</td>
<td>1 GB Reserved RAM (based on average monthly usage)</td>
</tr>
<tr>
<td>VMware vCenter Operations Adapter for Network Devices</td>
<td>2</td>
<td>Network Device</td>
</tr>
<tr>
<td>VMware vCenter Operations Adapter for 3rd Party Data Source</td>
<td>5</td>
<td>Third Party Data Source</td>
</tr>
<tr>
<td>VMware vFabric Application Director for Provisioning</td>
<td>4</td>
<td>1 GB Reserved RAM (based on average monthly usage)</td>
</tr>
<tr>
<td>VMware vFabric Hyperic</td>
<td>15</td>
<td>Machine</td>
</tr>
<tr>
<td>VMware vCenter Site Recovery Manager</td>
<td>24</td>
<td>Protected Virtual Machine</td>
</tr>
<tr>
<td>VMware vCloud Networking and Security Advanced</td>
<td>4</td>
<td>Virtual Machine</td>
</tr>
<tr>
<td>VMware vCenter Server Heartbeat</td>
<td>486</td>
<td>Protected vCenter Server</td>
</tr>
<tr>
<td>Cisco Nexus 1000V</td>
<td>34</td>
<td>CPU</td>
</tr>
<tr>
<td><strong>Cloud Application Platform Products:</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>VMware vFabric Data Director</td>
<td>80</td>
<td>2 vCPUs of provisioned vFabric Postgres databases</td>
</tr>
<tr>
<td>VMware vFabric Suite Standard</td>
<td>73</td>
<td>Virtual Machine</td>
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<tr>
<td>VMware vFabric Suite Advanced</td>
<td>122</td>
<td>Virtual Machine</td>
</tr>
<tr>
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<td>vFabric Gemfire Unlimited Client Upgrade</td>
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<td><strong>End User Computing Products:</strong></td>
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<tr>
<td>VMware Horizon View (Formerly VMware View Premier)</td>
<td>12</td>
<td>Concurrent Connection</td>
</tr>
<tr>
<td>VMware View Enterprise</td>
<td>7</td>
<td>Concurrent Connection</td>
</tr>
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<td>VMware Horizon Workspace</td>
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<td>VMware Horizon Mirage</td>
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<tr>
<td>Zimbra Collaboration Server, Professional Edition</td>
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<td>Zimbra Collaboration Server, Business Email Edition</td>
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<tr>
<td>Zimbra Collaboration Server, Business Email Edition Plus</td>
<td>0.58</td>
<td>Mailbox</td>
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</tbody>
</table>
Product Specific Usage Information

For purposes of this Product Usage Guide, a “Cloud” or “Hosted IT Service” means the provision of subscription services created by a Service Provider for its third party customers that: (i) provide access to processing power, computing, or software applications from systems that are installed and operated by Service Provider and shared among its customers; and (ii) may only be accessed via the Internet.

Licensing Specific Usage Information

VSPP allows for Service Providers to install and use VSPP Products on their site as part of a multi-tenant Hosted IT Service. All of the VSPP Products must be installed and used solely by the Service Provider on their owned or leased hardware and premises with the following exception:

- The Site Recovery Manager Protection licenses may be installed on a hosting customer’s premises as long as Service Provider controls all hardware and administration associated with the hosted environment.

Prior written approval is required from the VSPP Program Office for any deviation from these installation requirements

Reporting Overview

Service Providers must report usage of VSPP Products to the Aggregator from which they procure the VSPP Products license entitlements using the following methods:

- The vCloud Usage Meter is used to monitor the vCloud Service Provider Bundles, vCenter Operations Management Suite, vCenter Operations Manager, VMware Horizon View, VMware Horizon Mirage, VMware Horizon Workspace and Zimbra Collaboration Server. Service Providers must install the vCloud Usage Meter to monitor and report usage information to their Aggregator. Separate license keys must be identified by the vCloud Usage Meter in order to meter the Cloud Test Demonstration Environment to report usage information to their Aggregator.
- SRM servers must be identified and linked to vCenter Servers in order to report on protected virtual machines.
- All other VSPP Products must be manually reported to the Aggregator under the specific data collection process outlined by the Aggregator.

The total of these submissions will be used by the Aggregator to calculate the total point usage for the month. See the VMware Service Provider Program Guide for information on the Cloud Test Demonstration Environment.

For all products in this guide, unless otherwise stated, usage total consists of the total of all products used. For example, vFabric Suite Advanced total points is the total points used for the infrastructure based on one of the vCloud bundles plus the total points used for vFabric Suite Advanced itself.

The Service Provider Agreement requires Service Provider to retain certain records relating to usage. Those records include all data used for reporting, including but not limited to the Usage Meter data and reports. All data must be maintained for a minimum of 3 years.
VMware vCloud Service Provider Bundle - Premier Plus Edition (NEW product added!)

The VMware vCloud Service Provider Bundle - Premier Plus Edition provides the key components required to deliver an enterprise-class Cloud service together with management and automation capabilities. The VMware vCloud Service Provider Bundle - Premier Plus Edition is targeted at Service Providers that want to enable enterprises to extend their data centers to the public cloud with agility, compatibility and security in a multi-tenant infrastructure, while providing improved SLAs and capturing new revenue streams through add-on services to customers.

Point Value

10 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see Reporting and Operational Details)

Components

- VMware vCenter Operations Management Suite™ Enterprise Edition, including vCenter Configuration Manager, vFabric Hyperic and vCenter Chargeback Manager™
- VMware vCloud Connector Advanced (NEW)
- VMware vSphere Enterprise Plus
- VMware vCenter Server™ Standard
- VMware vCloud® Director™, which includes vShield for vCloud Director
- VMware vCloud Networking and Security, which includes VPN, load balancing and high availability firewall features
- VMware vCloud Usage Meter

Support Included

VMware Production Level support. If you require support for the vCloud Usage Meter please contact VMware Global Support Services.
VMware vCloud Service Provider Bundle – Premier Edition (New product added!)

The VMware vCloud Service Provider Bundle - Premier Edition provides the key components required to deliver an enterprise-class Cloud service. The VMware vCloud Service Provider Bundle - Premier Edition is targeted at Service Providers that want to enable enterprises to extend their data centers to the public cloud with agility, compatibility and security in a multi-tenant infrastructure.

**Point Value**

7 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see Reporting and Operational Details)

**Components**

- VMware vCloud Connector Advanced (NEW)
- VMware vSphere Enterprise Plus
- VMware vCenter Server™ Standard
- VMware vCloud® Director™, which includes vShield for vCloud Director
- VMware vCloud Networking and Security, which includes VPN, load balancing and High Availability Firewall features
- VMware vCenter Chargeback Manager™
- VMware vCloud Usage Meter

**Support Included**

VMware Production Level support. If you require support for the vCloud Usage Meter, please contact VMware Global Support Services.
VMware vCloud Service Provider Bundle – Standard Edition

The VMware vCloud Service Provider Bundle - Standard Edition provides the key components required to deliver a competitive Cloud service. The VMware vCloud Service Provider Bundle - Standard Edition is designed to enable organizations of all types and sizes to quickly and easily provision public cloud resources, or securely extend their internal virtualized infrastructure into the public cloud, delivering a robust, interoperable and enterprise-class experience.

Point Value

5 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see Reporting and Operational Details)

Components

- VMware vSphere Enterprise with vNetwork Distributed Switch enabled
  Note: The vSphere edition on installation may display as vSphere Standard with vNetwork Distributed Switch; however, this enables the same features as vSphere Enterprise with vNetwork Distributed Switch.
- VMware vCenter Server Standard
- VMware vCloud Director, which includes vShield for vCloud Director
- VMware vCenter Chargeback Manager
- VMware vCloud Usage Meter

Support Included

VMware Production Level support. If you require support for the vCloud Usage Meter, please contact VMware Global Support Services.
VMware Service Provider Bundle

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<tbody>
<tr>
<td></td>
<td>VMware vCenter Chargeback Manager</td>
<td>VMware vCenter Operations Manager 5.6 (inc. Chargeback and vCenter Configuration Manager and Hyperic)</td>
<td>VMware vCenter Server</td>
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<td>VMware vCloud Connector Adv.</td>
<td>VMware vCloud Network and Security Advanced</td>
<td>VMware vCloud Director</td>
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<td>Cloud Management</td>
<td>VMware vCloud Director</td>
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<tr>
<td></td>
<td>VMware vSphere Enterprise Plus</td>
<td>VMware vSphere Enterprise Plus</td>
<td>VMware vSphere Enterprise Plus</td>
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<td>VMware Production Support</td>
<td>VMware Production Support</td>
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<tr>
<td>Virtualization Platform</td>
<td>VMware Distributed Switch</td>
<td>VMware Distributed Switch</td>
<td>VMware Distributed Switch</td>
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<td></td>
<td>VMware vSphere Enterprise</td>
<td>VMware vSphere Enterprise</td>
<td>VMware vSphere Enterprise</td>
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<tr>
<td></td>
<td>VMware Production Support</td>
<td>VMware Production Support</td>
<td>VMware Production Support</td>
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<tr>
<td>Technical Support</td>
<td>VMware Production Support</td>
<td>VMware Production Support</td>
<td>VMware Production Support</td>
</tr>
</tbody>
</table>

Price per GB reserved vRAM / mo:
- 5 points
- 7 points
- 10 points
Other VMware vSphere and VI3 Products

Service Providers may install and use the vSphere Products and VI3 Products listed below in multi-tenant environments if necessary. Service Providers are advised that vCloud Director has not been tested and is not supported for the vSphere Products and VI3 Products.

All vSphere Products and VI3 Products listed in this Section are charged at the vCloud Service Provider Bundle – Premier Edition rate. Therefore, the vSphere Products and VI3 Products listed below can be used in a multi-tenant Cloud in conjunction with vCenter Server Standard and vCenter Chargeback Manager.

Point Value

7 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB)

Total points capped at 24 GB RAM per virtual machine (see Reporting and Operational Details)

VI3 Products

- VI3 Foundation
- VI3 Standard
- VI3 Enterprise

vSphere Products

- vSphere Standard – in multi-tenant environment
- vSphere Advanced
- vSphere Enterprise

Support Included

VMware Production Level support. If you require support for the vCloud Usage Meter, please contact VMware Global Support Services.
Reporting and Operational Details for the VMware vCloud Service Provider Bundles and Other Standalone Products

The information in this section applies to metering the usage of products and bundles in VSPP.

NOTE: This section is a summary of the required information for the vCloud Usage Meter. The complete documentation is available on Partner Central at the following locations:

- Usage Meter 3.1 User Guide
- Usage Meter 3.1 FAQ
- Usage Meter 3.0 Training Videos


Note: Service Providers and Aggregators must be registered users of the My VMware site in order to download the vCloud Usage Meter.

Information the vCloud Usage Meter Collects

The vCloud Usage Meter collects the following information on an hourly basis:

- Time at which data is collected
- Host DNS name
- Host RAM (physical memory)
- vSphere license type
- Virtual machine vCenter name (optional field for Service Providers that is not included in the detailed billing report sent to the Aggregator)
- Virtual machine host name (optional field for Service Providers that is not included in the detailed billing report sent to the Aggregator)
- vRAM (allocated virtual memory)
- Billing vRAM (calculation based on reserved virtual memory and memory cap per virtual machine)
- Virtual machine CPU (count of virtual CPUs)
- Virtual machine instance UUID (universal unique identifier)
- Virtual machine location in vSphere inventory

Collected data is stored in the vPostgres database of the virtual appliance itself.

How Information is Sent to Aggregators for Billing Purposes

Service Providers can choose to send usage reports to their Aggregators manually through their existing reporting process or automatically by email through the vCloud Usage Meter.

Service Providers can set up the vCloud Usage Meter to automatically generate sets of reports and send them to Aggregators or others. Service Providers who report to multiple Aggregators can set up an automatic report for each one, using a different license set for each. For more information, refer to the vCloud Usage Meter user’s guide at https://my.vmware.com/group/vmware/get-download?downloadGroup=UMSV31.

Note: All data is due to the Aggregator by the date specified in the Aggregator contract. Regardless of the reporting method that is chosen, Service Providers must adhere to reporting requirements that are designated in their Aggregator contract. Additionally, Service Providers must, regardless of the reporting method they choose, use the vCloud Usage Meter to generate their usage report for billing purposes.
Information that is Available in the Customer Report

The customer report includes the customer name, vSphere license type, if the usage is billable, and the amount of billed vRAM—including memory cap per virtual machine—consumed for the month.

In addition to the ability to display details in individual customer records, Service Providers also have the ability to filter existing reports (for example, a Detailed Billing Report, Detailed Usage Report, Customer Summary Report, and License Summary Report) with the following filters:

- **By customer:**
  - Names: Filter based on a single customer, multiple customers, or all customers
  - Country: Filter based on a single country, multiple countries, or all countries
  - Postal Code: Filter based on a postal code, multiple postal codes, or all postal codes
- **By license set:** Filter based on one or more user-defined license sets
- **By month/year:** Filter based on a single month and year as well as the option to provide a range limited to month and year

![Sample License Summary Report filtered by month/year](image)

Customer Information That is Sent To Your Aggregator

In order to limit access to customer information, only the virtual machine UUID is provided to the Aggregator for report processing. The virtual machine name (including the name of the vCenter and DNS) and IP address are not included in reports automatically sent to the Aggregator as part of monthly reporting. The Detailed Usage Report will still contain the virtual machine vCenter and DNS names in the report, but this report is for Service Provider benefit only and it is at the Service Provider’s discretion to maintain confidentiality.

How To Manage Customer Information

In order to prevent an excessive amount of manual data entry, the vCloud Usage Meter enables users to import and export customer lists. Users can also create, read, update, and delete customers and customer relationships to virtual machines with the vCloud Usage Meter.

How Points Are Calculated on Usage Data

The VMware Service Provider Program Bundles are charged as per aggregated reserved RAM usage, and charging is done through a monthly point system where months can have the following number of days:

- 28-day months = 672 hours
- 29-day months = 696 hours
The formula for calculating net points is:

$$Net \ points = \frac{(vGB \ hours \times \ points \ per \ 1 \ GB \ reserved \ RAM)}{hours \ per \ month}$$

**How the Formula Works**

- **Points per 1 GB reserved RAM**
  - 5 points per 1 GB Reserved RAM for VMware vCloud Service Provider Bundle – Standard Edition
  - 7 points per 1 GB Reserved RAM for VMware vCloud Service Provider Bundle – Premier Edition
  - 10 points per 1 GB Reserved RAM for VMware vCloud Service Provider Bundle – Premier Plus Edition
- vGB hours are calculated with consideration of floor (minimum value) and ceiling (maximum value) values
  - The floor value is equal to a minimum of 50 percent vRAM reservation. For example, if you need only 35 percent vGB hours, you will be charged for only 50 percent.
  - The ceiling value or a 24-GB cap is the maximum value that could be charged. For example, if you are consuming 1 terabyte of vGB hours, then you will only be billed for 24 GB of vGB hours.

**Example**

During one 30-day calendar month, a Service Provider uses the vCloud Service Provider Bundle – Premier Edition to configure his or her virtual machine with 16 vGB hours for 15 days and 48 vGB hours for the remaining 15 days. The reservation level for the virtual machine is set at 75 percent for the entire month.

- 15 days x 24 hours x 16 vGB x 0.75 = 4,320 vGB hours
- 15 days x 24 hours x 24 vGB (48 vGB x 0.75 but capped at 24GB) = 8,640 vGB hours
- Total vGB hours = 12,960 vGB hours
- Total points = 12,960 vGB hours ÷ 720 hours/month x 7 points (for Premier) = 126 points

The Service Provider must report the usage data provided by the vCloud Usage Meter each month to his or her Aggregator.

**Steps for Calculating Net Points**

To calculate net points based on your usage data, you will use the License Summary Report and possibly the Product Report.

The License Summary Report screen is shown in Figure 2:
Figure 3 shows the Product Report screen:

![Figure 3. Product Report]

Follow the steps in this table to calculate what needs to be reported.

<table>
<thead>
<tr>
<th>To report on</th>
<th>Steps</th>
</tr>
</thead>
</table>
2. Capture the total usage for vSphere Enterprise.  
3. Apply the formula (5 points per GB reserved vRAM). |
2. Capture the total usage for vSphere Enterprise Plus.  
3. Apply the formula (7 points per GB reserved vRAM). |
| **Add-on Products** | 1. Run the Product Report.  
2. Capture the total usage mapped to vCenter Servers under management. |
2. Capture the total usage for vSphere Enterprise Plus.  
3. Apply the formula (7 points per GB reserved vRAM) for vSphere Enterprise Plus.  
5. Capture the total usage for vCenter Operation Manager.  
6. Apply the formula (3 points per GB reserved vRAM) for vCenter Operations Manager.  
7. Add points from steps 3 and 6 for the total to be reported. |
| **VMware Infrastructure 3 and individual components of the Service Provider Bundles without standalone pricing.** | 1. Run the License Summary Report.  
2. Capture the total usage for the License Server.  
3. Apply the formula (7 points per GB reserved vRAM) regardless of the bundle in use. |
VMware Products Reported in the Usage Meter

The vCloud Usage Meter reports on the following products:

<table>
<thead>
<tr>
<th>VMware vCenter Operations Management Suite</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware vCloud Service Provider Bundles:</td>
</tr>
<tr>
<td>VMware vSphere Enterprise</td>
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<td>VMware vSphere Enterprise Plus</td>
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<td>VMware vCloud Director</td>
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<td>VMware vCenter Server</td>
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<td>VMware vCloud Networking &amp; Security Advanced</td>
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<td>VMware vCenter Chargeback Manager</td>
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<td>vFabric Hyperic</td>
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<tr>
<td>VMware Horizon View</td>
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<tr>
<td>VMware Horizon Mirage</td>
</tr>
<tr>
<td>VMware Horizon Workspace</td>
</tr>
<tr>
<td>Zimbra Collaboration Server</td>
</tr>
</tbody>
</table>

When Usage Meter 3.1 is Required to Install and Use

All Service Providers who are using the VMware Service Provider Bundle – Premier Plus Edition are required to use Usage Meter 3.1. We recommend that all Service Providers install version 3.1 of the vCloud Usage Meter to take advantage of customer reporting. At a minimum, Service Providers should be using version 2.1.1, which enables the use of the reserved RAM pricing model. Version 2.1.1 can be upgraded to version 2.3.2 only. Usage data from versions 1 and 2.x cannot be uploaded into the new version of the tool. VMware recommends that Service Providers and Aggregators install version 3.1 at the end of the current billing month.

What You need to Do With Usage Data Stored in the vCloud Usage Meter 1.0.x or 2.x.x

Service Providers are required to keep usage data collected by the vCloud Usage Meter for a minimum period of three years. It is highly recommended that Service Providers currently using the vCloud Usage Meter 1.0.x or 2.x.x should maintain exports of their monthly reports until the retention period has expired or migrate their usage data by performing sequential updates (from 1.x to 2.x to 2.3.2 and so on) until they reach the latest version.

vCloud Usage Meter Upgrade Requirements

Usage Meter supports upgrade from version 2.3.2 only.

- Recommend backing up appliance before upgrade
- Remove password from email configuration to allow for new encryption in version 3.0 virtual appliance

Upgrade files from previous versions available on download site:

Who to Contact for Technical Issues

For technical issues, please refer to the vCloud Usage Meter Community page at http://communities.vmware.com/community/vmtn/vcd/vcloud_usage_meter/.

For further technical assistance, please contact VMware Global Support Services at http://www.vmware.com/support/contacts/.

A current vsphere or vCloud entitlement is required in order to receive support on the vCloud Usage Meter.
VMware vCloud Connector Advanced

vCloud Connector helps Service Providers seamlessly manage their customers across the entire cloud environment. Service Providers can experience a comprehensive operations center for their cloud environment. With the advanced edition, the logical boundaries of their customer’s data center are extended to the Service Providers cloud, and the Service Provider can manage a single content catalog across the entire cloud environment.

Point Value

Included in the Premier Plus and Premier Bundle

Components

- vCloud Connector Advanced

Reporting

vCloud Connector Advanced is included in the Premier Plus and Premier Bundle at no extra points.

Support

VMware Production level support

Limitations

None
VMware vCenter Operations Management Suite Enterprise Edition

The VMware vCenter Operations Management Suite Enterprise Edition helps Infrastructure and Operations teams at Service Providers manage dynamic virtual and cloud infrastructures and offer value-add management services to customers. The new vCenter Operations Manager 5.6 has been significantly updated and now includes VMware vCenter Configuration Manager, VMware vFabric Hyperic, and VMware vCenter Chargeback Manager.

The vCenter Operations Management Suite uses patented analytics and an integrated approach to performance, capacity and configuration management to increase operational efficiency, reduce operating and capital costs, and increase margins. The vCenter Operations Management Suite is extensible with 3rd party data sources such as storage and network (network and other 3rd party adapters sold separately) in addition to virtual infrastructure.

Point Value

Note – the standalone product price below is simply a reference point for VSPP. Most Service Providers use this product as a part of the VMware vCloud Service Provider Bundle – Premier Plus Edition at a discounted bundle price.

- Standalone pricing: 7 points per 1 GB Reserved RAM

Bundle pricing: Included in pricing of Premier Plus Bundle Total points capped at 24 GB RAM per virtual machine (see Reporting and Operational Details).

Components

- vCenter Operations Manager
- vCenter Infrastructure Navigator
- vCenter Configuration Manager
- vFabric Hyperic
- vCenter Chargeback Manager

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP vRAM usage provisioned by vCenter Operations Management Suite using the vCloud Usage Meter 3.1 tool. For every 1 GB of reserved vRAM reported, the Service Provider will be billed an incremental 3 points on top of the vCloud Service Provider Bundle – Premier Edition price.

For example, if the Service Provider reports 500 GB of reserved VSPP vRAM using vCloud Usage Meter and 100 GB of reserved vRAM is being used for vCenter Operations Management Suite, the Service Provider will be billed 3900 points.

500 GB/Hours x 7 (vCloud Premier bundle) + 100 GB/Hours x 3 (vCloud Premier Plus Bundle) = 3900 points.

Support

VMware Production level support

Limitations

In previous versions of the VSPP Product Usage Guide, VMware vCenter Operations Management Suite Enterprise Edition was available at 2 points per GB Reserved RAM for the first three components listed above. That version of the product is no longer available and the pricing is no longer available. Any standalone use of the vCenter Operations Management Suite Enterprise Edition is charged as listed in the Point Value section above.
VMware vCenter Operations Adapter for Network Devices

VMware vCenter Operations Adapter for Network Devices helps Operations teams analyze network device performance data using vCenter Operations Manager.

**Point Value**

2 points per network device monitored

**Components**

- vCenter Operations Adapter for Network Devices

**Reporting**

Service Provider must report the total number of network devices monitored manually

**Support**

VMware Production level support

**Limitations**

Reporting for network devices monitored is manual
VMware vCenter Operations Adapter for 3\textsuperscript{rd} Party Data Source

VMware vCenter Operations Adapter for Third Party Data Source helps Operations teams analyze performance data from 3\textsuperscript{rd} party data sources such as Microsoft SCOM using vCenter Operations Manager.

**Point Value**

5 points per physical system monitored

**Components**

- vCenter Operations Adapter for 3\textsuperscript{rd} Party Data Source (for example Microsoft SCOM)

**Reporting**

Service Provider must report the total number of 3\textsuperscript{rd} party data source monitored manually

**Support**

VMware Production level support

**Limitations**

Reporting for 3\textsuperscript{rd} party data sources monitored is manual
VMware vFabric Application Director™ for Provisioning

VMware vFabric Application Director for Provisioning accelerates how customers model and deploy multi-tier applications to any cloud. It features a self-service deployment automation interface enabling users to provision any multi-tier complex application on vSphere enabled clouds, reducing deployment time from days to minutes thereby increasing business agility and operational efficiency while maintaining control.

Point value

4 points per 1 GB Reserved RAM (based on average monthly usage) (GB= 1024 MB) for VMs created under VSPP.

Components

- vFabric Application Director for Provisioning

Reporting

Service Provider must manually report their total usage with the vFabric Application Director product.

Support

VMware Production level support

Limitations

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware vCenter Site Recovery Manager

VMware vCenter Site Recovery Manager (SRM) allows Service Providers to offer reliable disaster recovery protection to their end customers. More information regarding Site Recovery Manager is available online at http://www.vmware.com/products/site-recovery-manager.

VMware vCenter Site Recovery Manager 5 is available in two editions to help protect virtual environments. Site Recovery Manager 5 Enterprise provides enterprise-level protection to all applications on the vSphere platform. Site Recovery Manager 5 Standard is designed for smaller environments and can be used to protect up to 75 virtual machines per site and per Site Recovery Manager instance. At this time, only Site Recovery Manager 5 Enterprise is available on VSPP.

Point Value

24 points for SRM 5 Enterprise per protected virtual machine / month

A protected VM is any virtual machine that is part of an SRM protection group, regardless of whether the VM is powered on or off. A license is only required for the VM on the active site, no license is required at the failover site.

Components

- Site Recovery Manager Enterprise

Reporting

Since SRM does not include vCenter Server or vSphere licensing, all use of those products must be reported separately, in addition to the usage of the SRM product. The vCloud Usage Meter must monitor Service Provider licensing on either the protected or failover site. Typically, Service Providers will monitor SRM licenses on the failover site when protecting a customer’s private cloud resources.

Site Recovery Manager or a Disaster Recovery system reporting consists of three parts:

1. Monthly reporting on the vCloud Service Provider Bundle that is installed and being utilized as the basis for SRM or Disaster Recovery on the protected side via Usage Meter.
2. Monthly reporting of SRM usage – number of VMs on the protected side.
3. Monthly reporting on the vCloud Service Provider Bundle that is installed and being utilized as the basis for SRM or Disaster Recovery on the recovery side via Usage Meter.

Reporting for SRM usage is done via vCenter 5 (required for SRM 5.) The Service Provider needs to access the vCenter License Reporting Manager. That screen provides information on “License Capacity” as well as “Average Usage”. The Average Usage can be used as the number of virtual machines on the protected side for SRM versions not supported by the vCloud Usage Meter.

Support Included

VMware Production level support

Limitations

SRM 5 requires vCenter 5 and is not compatible with older versions of vCenter. SRM is not compatible with the vSphere Essentials editions and requires vSphere Standard or above.

SRM 5 requires replication between sites. Service Providers can use either vSphere Replication or Array-Based Replication provided by one of VMware’s storage partners. In the latter case, a Storage Replication Adapter, provided by the storage vendor, is required for integration between SRM and the storage array. For a list of compatible products with available SRAs, please refer to http://www.vmware.com/pdf/srm_storage_partners.pdf. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.

Service Providers are advised that vCloud Director has not been tested and is not supported for SRM.

License Specific Usage Information

For the Site Recovery Manager, the licensing limitations associated with VSPP are modified in the following fashion:

- The Site Recovery Manager Protection licenses may be installed on hosting customer’s premises as long as Service Provider controls all hardware and administration associated with the hosted environment.
VMware vCenter Server Heartbeat

VMware vCenter Server Heartbeat allows a Service Provider to optimize availability and resiliency for VMware vCenter Server in a multi-tenant environment. VMware vCenter Server Heartbeat maximizes uptime for a virtual data center infrastructure, ensuring consistent operation, even when VMware vCenter Server is threatened by unplanned or planned downtime.

**Point Value**

486 points per protected vCenter Server / month

**Components**

- vCenter Server Heartbeat

**Reporting**

Since vCenter Server Heartbeat does not include vCenter Server, licensing those components must be reported on separately. Therefore, reporting includes usage for the vCenter per the vCloud Bundle pricing in addition to the vCenter Server Heartbeat usage. Reporting will be automated from the vCloud Usage Meter for the vCloud Bundle, but Service Providers must manually report the number of vCenter Servers that are protected by Heartbeat.

A Protected vCenter Server Instance is an installation of the VMware vCenter Server and the associated database that contains VMware vCenter Server data, protected by the software, located either in a virtual machine or on a Server.

**Support Included**

VMware Production level support

**Limitations**

vCenter Server Heartbeat can only be used on a vCenter Server that is being monitored by the vCloud Usage Meter and being reported as part of the VSPP virtual RAM rental model. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
**VMware vCloud Networking and Security Advanced**

VMware vCloud Networking and Security (vCNS) is the leading software defined networking and security solution that enhances operational efficiency, unlocks agility and enables extensibility to rapidly respond to business needs. By abstracting networking and security from physical infrastructure and pooling resources, customers can create scalable logical networks. Integrated management of these services reduces cost and complexity of data center operations.

**Point Value**

4 points per virtual machine / month

**Product Features**

![Product Features Table]

**Reporting**

The number of virtual machines that are covered by vCloud Networking and Security Advanced can be reported from the vCenter Server.

**Support Included**

VMware Production level support

**Limitations**

There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
Cisco Nexus 1000V

The Cisco Nexus 1000V Series Switches are virtual machine access switches for the VMware vSphere environments running the Cisco NX-OS operating system. Operating inside the VMware ESX or ESXi hypervisors, the Cisco Nexus 1000V Series supports Cisco VN-Link server virtualization technology to provide:

- Policy-based virtual machine connectivity
- Mobile virtual machine security and network policy
- Non-disruptive operational model for server virtualization and networking teams

When server virtualization is deployed in the data center, virtual servers typically are not managed the same way as physical servers. Server virtualization is treated as a special deployment, leading to longer deployment time, with a greater degree of coordination among server, network, storage and security administrators. The Cisco Nexus 1000V Series provides a consistent networking feature set and provisioning process all the way from the virtual machine access layer to the core of the data center network infrastructure. Virtual servers can now leverage the same network configuration, security policy, diagnostic tools and operational models as their physical server counterparts attached to dedicated physical network ports. Virtualization administrators can access predefined network policy that follows mobile virtual machines to ensure proper connectivity saving valuable time to focus on virtual machine administration. This comprehensive set of capabilities helps Service Providers to deploy server virtualization faster and realize its benefits sooner.

Developed in close collaboration with VMware, the Cisco Nexus 1000V Series is certified by VMware to be compatible with VMware vSphere, vCenter, ESX and ESXi, and with many other VMware vSphere features. The Cisco Nexus 1000V Series manages virtual machine connectivity with confidence in the integrity of the server virtualization infrastructure.

Point Value

34 points per CPU / month

Components

- Nexus 1000V Virtual Ethernet Module (VEM) is licensed per server CPU socket
- Nexus 1000V Virtual Supervisor Module (VSM) is supplied at no cost because it works only with licensed VEM

Reporting

Service Providers must manually report to their Aggregator Nexus 1000V usage per CPU each month. Information on the number of CPU connections is available through the vCenter.

Support Included

VMware Production level support

Limitations

The Nexus 1000V requires the use of vSphere Enterprise Plus, therefore, in VSPP, the Nexus 1000V must be used only with the VMware vCloud Service Provider Bundle – Premier Edition.

The Nexus 1000V is available for download at: [www.cisco.com/go/1000v](http://www.cisco.com/go/1000v)


There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware vFabric Data Director

VMware vFabric Data Director enables Service Providers to offer Database-as-a-Service to their customers. VMware vFabric Data Director is targeted at Service Providers that want to enable enterprises to extend the efficiency and agility provided by virtualized infrastructure to the database tier. The first database supported by vFabric Data Director is vFabric Postgres, which is based on and fully compatible with open source PostgreSQL 9.0. Visit the Data Director product page on vmware.com to learn more.

Point Value

80 points per 2 vCPUs of provisioned vFabric Postgres databases (based on average monthly usage)

Components Included

- VMware vFabric Data Director
- VMware vFabric Postgres

Other Components Needed

- VMware vSphere 5 Enterprise / Enterprise Plus
- VMware vCenter

Support Included

VMware Production Level support

Reporting

The Service Provider can find the number of provisioned 2vCPU Postgres database licenses at any time on the Data Director licensing page. The licensing page shows both the number of VMs and the number of 2 vCPU licenses, the price applies to the number of 2vCPU licenses.

As an example, if Data Director is managing 10 2-vCPU and 5 4-vCPU Postgres databases, the license portal will show a total of 20 2-vCPU licenses being used; and VSPP charge will be 1600 points for the month.

It is the Service Provider’s responsibility to track and report this information accurately each month. Since vFabric Data Director requires vSphere and vCenter, the Service Provider must monitor and report usage for either the vCloud Service Provider Bundle – Premier Edition or the vCloud Service Provider Bundle – Standard Edition in addition to the vFabric Data Director usage.
VMware vFabric Suite Standard

vFabric Suite Standard provides the core components for building and running custom Spring Java applications on VMware vSphere. vFabric Suite Standard includes the capabilities that every organization requires for running their applications from an application server optimized for vSphere, web server, data cache, application performance monitoring, and more.

Point Value

73 points per VM / month

Components

- vFabric tc Server Spring Edition (includes Spring Insight Operations)
- vFabric Elastic Memory for Java (EM4J)
- vFabric GemFire Application Cache Node
- vFabric Web Server
- vFabric Application Performance Manager (includes vFabric AppInsight and vFabric Hyperic)
- Spring Framework support
- Apache Tomcat support
- Apache HTTP Server support

Reporting

The number of virtual machines that are covered by vFabric Suite Standard can be reported via vFabric License Manager, which runs on a vCenter Server.

The following vFabric Suite Standard components report usage to vFabric License Manager:

- vFabric tc Server Spring Edition (includes Spring Insight Operations)
- vFabric Elastic Memory for Java (EM4J)
- vFabric GemFire App Cache Node
- vFabric Web Server
- vFabric Hyperic

The following vFabric Suite Standard components do not report usage to vFabric License Manager:

- vFabric AppInsight
- Spring Framework support
- Apache Tomcat support
- Apache HTTP Server support

Support

VMware Production level support. Support does not include support for development of applications on vFabric technologies. vFabric Developer Support sold separately. See www.vfabric.co/developer for details and pricing.

Limitations

Licensing is per vSphere virtual machine (VM), up to two Virtual CPUs (vCPUs). If your VMs will have more than two vCPUs, divide by two and round up. For instance, a four vCPU VM will require two vFabric licenses. A five vCPU VM will require three vFabric licenses.

vFabric Suite Standard does not include vFabric Data Director.
VMware vFabric Suite Advanced

vFabric Suite Advanced extends the capabilities of vFabric Suite Standard to address a broader range of workloads by including vFabric Application Director automated provisioning, vFabric SQLFire Professional Edition in-memory database, vFabric Postgres database optimized for vSphere, and vFabric RabbitMQ messaging. vFabric Suite Advanced provides the full range of capabilities for building and running scalable, data-driven applications deployed on VMware vSphere.

Point Value

122 points per VM / month

Components (all components in Standard)

- vFabric tc Server Spring Edition (includes Spring Insight Operations)
- vFabric Elastic Memory for Java (EM4J)
- vFabric GemFire App Cache Node
- vFabric Web Server
- vFabric Application Performance Manager (includes vFabric AppInsight and vFabric Hyperic)
- Spring Framework support
- Apache Tomcat support
- Apache HTTP Server support

Plus

- vFabric Application Director
- vFabric SQLFire Professional Edition
- vFabric Postgres
- vFabric RabbitMQ
- RabbitMQ open source support

Reporting

The number of virtual machines that are covered by vFabric Suite Advanced Standard can be reported via vFabric License Manager, which runs on a vCenter Server.

The following vFabric Suite Standard components report usage to vFabric License Manager:

- vFabric tc Server Spring Edition (includes Spring Insight Operations)
- vFabric Elastic Memory for Java (EM4J)
- vFabric GemFire App Cache Node
- vFabric Web Server
- vFabric Hyperic
- vFabric SQLFire Professional Edition
- vFabric Postgres
- vFabric RabbitMQ

The following vFabric Suite Standard components do not report usage to vFabric License Manager:

- vFabric AppInsight
- Spring Framework support
- Apache Tomcat support
- Apache HTTP Server support
- vFabric Application Director
- RabbitMQ open source support
Support

VMware Production level support. Support does not include support for development of applications on vFabric technologies. vFabric Developer Support sold separately. See www.vfabric.co/developer for details and pricing.

Limitations

Licensing is per vSphere virtual machine (VM), up to two Virtual CPUs (vCPUs). If your VMs will have more than two vCPUs, divide by two and round up. For instance, a four vCPU VM will require two vFabric licenses. A five vCPU VM will require three vFabric licenses.

vFabric Suite Advanced does not include vFabric Data Director.
VMware vFabric GemFire

VMware vFabric GemFire is a memory-oriented distributed data management platform providing dynamic scalability and high performance. It blends advanced techniques like replication, partitioning, data-aware routing, and continuous querying to solve the most challenging data problems.

**Point Value**

- GemFire Data Management Node = 583 points per CPU / month
- GemFire Unlimited Client Upgrade = 292 points per CPU / month
- GemFire Global WAN Upgrade = 292 points per CPU / month
- GemFire Application Cache Node is delivered as part of vFabric Suite Standard

**Reporting**

The number of 6-core CPUs licensed by serial number. The quantity of licenses authorized by the serial number can be checked using the License Check Tool.

License Check Tool:  
[http://downloads.vmware.com/d/info/application_platform/vmware_vfabric_gemfire/6_6#drivers_tools](http://downloads.vmware.com/d/info/application_platform/vmware_vfabric_gemfire/6_6#drivers_tools)

Instructions to Check Existing License Key with the vFabric License Check Tool  

**Support**

VMware Production level support

**Limitations**

Licensing is per CPU up to 6 cores.
VMware vFabric SQLFire Enterprise Edition

VMware vFabric SQLFire is a memory-optimized distributed SQL database delivering dynamic scalability and high performance for data-intensive modern applications. SQLFire’s memory-optimized architecture minimizes time spent waiting for disk access, the main performance bottleneck in traditional databases. SQLFire achieves dramatic scaling by pooling memory, CPU and network bandwidth across a cluster of machines and can manage data across geographies. SQLFire provides developers with the well-known SQL interface and tools.

Point Value

vFabric SQLFire Enterprise Edition = 730 points per CPU / month

Reporting

The number of 6-core CPUs licensed by serial number. The quantity of licenses authorized by the serial number can be checked using the License Check Tool.

License Check Tool:
http://downloads.vmware.com/d/info/application_platform/vmware_vfabric_gemfire/6_6#drivers_tools

Instructions to Check Existing License Key with the vFabric License Check Tool
http://pubs.vmware.com/vfabric5/topic/com.vmware.vfabric.platform.5.0/vfabric/install-activate-licenses.html

Support

VMware Production level support

Limitations

Licensing is per CPU up to 6 cores.
**VMware vFabric Hyperic**

vFabric Hyperic is the application management component of the VMware® vFabric™ Cloud Application Platform. Through automatic discovery of infrastructure changes and handling of high volumes of metrics, Hyperic monitors the dynamism and elasticity of Cloud applications. Hyperic provides visibility into the entire virtualized application stack, allows problems as soon as they occur and provides them with the information to resolve these problems.

**Point Value**

15 points per Machine / month

**Components**

- VMware vFabric Hyperic

**Reporting**

Machine is defined, solely with respect to Hyperic products, as a license to install and use on a Server, a virtual machine or a network device. Therefore, the reporting from the Service Provider needs to be a combination of those three items gathered manually.

**Support**

VMware Production level support

**Limitations**

Installation guides and supported configurations for this product should be reviewed and followed prior to installing vFabric Hyperic. The information is posted at [http://support.hyperic.com](http://support.hyperic.com). There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware Horizon View (Formerly View Premier) – Modified Q2 2013

VMware Horizon View hosted desktops eliminate the burden for customers of running and managing their desktops in-house. Service Providers can use VMware Horizon View to provide their customers with access (through a secure Internet connection) to a fully customizable desktop from any location, or on any compatible device, with the same user experience as on traditional PCs.

Point Value

12 points per concurrent connection/month

Components

- View Manager with View Composer (Includes View Client for Local Mode)
- vShield Endpoint
- ThinApp (client and packager)
- Workstation
- vCenter Standard for Desktops
- vSphere for Desktops

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP concurrent connections using the vCloud Usage Meter 3.1 tool. For every concurrent connection reported, the Service Provider will be billed an incremental 12 points.

Support

VMware Production level support

Limitations

Horizon View must be installed on its own vCenter Server. This product cannot be installed on an existing vCenter Server or mixed with a vCenter Server that is standing up a Cloud environment. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware View Enterprise

VMware View hosted desktops eliminate the burden for customers of running and managing their desktops in-house. Service Providers can use VMware View Enterprise to provide their customers with access (through a secure Internet connection) to a fully customizable desktop from any location, or on any compatible device, with the same user experience as on traditional PCs.

Point Value

7 points per concurrent connection/month

Components

- View Manager
- vCenter Standard for Desktops
- vSphere for Desktops

Reporting

Service Providers must manually report to their Aggregator all View Enterprise usage each month. Information on the number of concurrent connections is available through the vCenter Server virtual machine count. There is no automated report that keeps track of the maximum concurrent connections at this time, so it is the Service Provider’s responsibility to track and report this information accurately each month.

Support

VMware Production level support

Limitations

View Enterprise must be installed on its own vCenter Server. This product cannot be installed on an existing vCenter Server or mixed with a vCenter Server that is standing up a Cloud environment. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware ThinApp Client

With ThinApp, an entire application and its settings can be packaged into a single executable that Service Providers can deploy to a range of Windows operating environments on either a physical desktop or a virtual machine. The applications are isolated from each other and the Operating System to ensure there are no application-to-application conflicts or application-to-operating system conflicts. This solution fits into any environment and allows Service Providers to help customers run legacy and new applications side by side. For example, older applications on Windows XP can be packaged and deployed by the Service Provider on Windows 7.

Point Value

2 points per ThinApp Client / month

Components

- ThinApp Client

Reporting

The Service Provider must manually report to their Aggregator all ThinApp Client usage each month. The maximum number of clients used in the month must be included in the report.

Support

VMware Production level support

Limitations

ThinApp Client does not include the packager or Workstation. Therefore, Service Providers will need to install and report usage for at least one seat of VMware View Premier in order to use ThinApp client licenses. All the limitations of View Premier listed above shall apply to that installation. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
VMware Horizon Mirage – NEW Q2 2013

VMware Horizon Mirage hosted image management solution eliminates the burden for customers of running and managing their desktops in-house. Service Providers can use Horizon Mirage to provide their customers with access (through a secure Internet connection) to a fully customizable desktop and laptop from any location, or on any compatible device, with the same user experience as on traditional PCs.

Point Value
7 points per named user per month

Components
- VMware Horizon Mirage Bundle (Desktop Recovery + Repair and Image Management)

Reporting
Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP user usage provisioned by Horizon Mirage using the vCloud Usage Meter 3.1 tool. For every user reported, the Service Provider will be billed an incremental 7 points.

Support
VMware Production level support

Limitations
None
VMware Horizon Workspace – NEW Q2 2013

Service Providers can simplify the customer experience and reduce the customer’s IT costs by combining applications and data into a single enterprise-class aggregated workspace, securely delivered on any device, with VMware® Horizon Workspace™. Administrators get simpler, centralized, policy-based management. Users get freedom of mobility: anytime, anywhere access to all of the data and applications needed to be productive at home, at work, or on-the-go.

Point Value

7 points per named user per month

Components

- VMware Horizon Workspace (Horizon Data + Horizon Mobile)

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP user usage provisioned by Horizon Workspace using the vCloud Usage Meter 3.1 tool. For every user reported, the Service Provider will be billed an incremental 7 points.

Support

VMware Production level support

Limitations

None
Zimbra Collaboration Server (ZCS), Professional Edition


Point Value
1.55 points per Mailbox / month

Components

- Zimbra Collaboration Server Professional Edition
- Zimbra Archiving and Discovery
- Zimbra Mobile (ActiveSync)

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP mailboxes deployed, provisioned, linked or assigned to a user for any period of time during a calendar month using the vCloud Usage Meter 3.1 tool. For every mailbox reported, the Service Provider will be billed an incremental 1.55 points.

Licensing and Support Portal


Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing is unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
Zimbra Collaboration Server (ZCS), Standard Edition

Zimbra Standard Edition is an email and collaboration software. Zimbra Standard Edition includes innovative end-user features, mobile access (POP/IMAP, CardDAV, CalDAV, Blackberry Native Access, mobile web browser), and streamlined yet powerful administration. For more information on Zimbra Collaboration Server see http://www.zimbra.com/products/compare_products.html

Point Value

1.10 points per Mailbox / month

Components

Zimbra Collaboration Server Standard Edition

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP mailboxes deployed, provisioned, linked or assigned to a user for any period of time during a calendar month using the vCloud Usage Meter 3.1 tool. For every mailbox reported, the Service Provider will be billed an incremental 1.10 points.

Licensing and Support Portal


Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing is unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
Zimbra Collaboration Server (ZCS), Business Email Edition

Service Providers can host Zimbra Business Email Edition for their End Customers. Zimbra Business Email Edition provides basic email functionality but does not include advanced search, sharing, tagging, Zimlet and calendar functionality found in other versions. See http://www.zimbra.com for more information.

Point Value

0.19 points per Mailbox / month

Components

- Zimbra Collaboration Server Business Email Edition

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP mailboxes deployed, provisioned, linked or assigned to a user for any period of time during a calendar month using the vCloud Usage Meter 3.1 tool. For every mailbox reported, the Service Provider will be billed an incremental 0.19 points.

Licensing and Support Portal


Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing are unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
Zimbra Collaboration Server (ZCS), Business Email Edition Plus

Service Providers can host Zimbra Business Email Edition Plus for their End Customers. Zimbra Business Email Edition Plus provides basic email, calendaring and address book functionality in addition to Zimlets but does not include advanced search, sharing and tagging found in other versions. See http://www.zimbra.com for more information.

Point Value

0.58 points per Mailbox / month

Components

- Zimbra Collaboration Server Business Email Edition Plus

Reporting

Reporting is done using vCloud Usage Meter 3.1 (see Reporting and Operational Details). The Service Provider must report the total VSPP mailboxes deployed, provisioned, linked or assigned to a user for any period of time during a calendar month using the vCloud Usage Meter 3.1 tool. For every mailbox reported, the Service Provider will be billed an incremental 0.58 points.

Licensing and Support Portal


Support Included

Zimbra Premium level support

Limitations

Service Providers cannot market, resell, rent, support or otherwise use the Zimbra Open Source Software in any manner, even if the foregoing are unrelated to the VSPP. There is no automated usage reporting tool available for this product. Service Providers must gather and report all usage manually.
Appendix A

For reporting purposes here are naming conventions for all products in VSPP Virtual RAM Pricing Model

<table>
<thead>
<tr>
<th>Product Name</th>
<th>Commercial Naming Convention</th>
<th>U.S. Federal Naming Convention</th>
</tr>
</thead>
<tbody>
<tr>
<td>VMware vCloud Premier Plus Service Provider Bundle</td>
<td>VMware vCloud Premier Plus Service Provider Bundle</td>
<td>U.S. Federal VMware vCloud Premier Plus Service Provider Bundle</td>
</tr>
<tr>
<td>VMware vCloud Premier Service Provider Bundle</td>
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