VMware Workspace ONE UEM On-Premises to Dedicated SaaS Migration

AT A GLANCE

VMware Workspace ONE® UEM On-Premises to Dedicated SaaS Migration provides services to migrate your current on-premises servers to a dedicated, VMware hosted software-as-a-service (SaaS) environment. VMware Consulting Services provides clients with migration planning, network architecture, a pre-migration test run and dedicated assistance during migration.

KEY BENEFITS

- Supplements in-house IT experience with VMware SaaS expertise
- Supports the transition to a SaaS environment
- Delivers the benefits of VMware recommended migration best practices
- Accelerates SaaS Strategy adoption and implementation
- Reduces the risk of migration-related issues

Service overview

VMware Workspace ONE Unified Endpoint Management (UEM) On-Premises to Cloud Migration provides guided services to migrate your on-premises servers to a dedicated, cloud-hosted SaaS solution. With the structured delivery of professional services, you get a smoother migration experience.

This project consists of four phases: kickoff, test run, migration, and validation and wrap-up. To optimize the time to value for your migration, a VMware consultant will support you with:

- Migration planning
- Network architecture assistance
- Pre-migration testing
- Dedicated assistance during the migration
- Assistance for reinstalling Workspace ONE UEM enterprise integration components (ACC/UAG/SEG v2) to communicate with the dedicated SaaS environment, if necessary
- A project wrap-up meeting with next steps/recommendations

The appropriate managed hosting fee is not included in this project and must be quoted separately, if appropriate.

Service Assumptions

- All components of the on-premises UEM environment should be on supported versions. Any component that is out of support must be upgraded and validated by the client prior to kick off.
  - o *Supported UEM Versions*.
- If Active Directory, ACC, SEG, UAG, SMTP, API, Relay Servers or any user accounts are setup at Global organization group then the client has to move them to a lower organization group before migrating.
  - o For some clients to perform this change, end-users will have to re-enroll devices to move to a lower organization group. Please engage VMware in these situations to confirm if this SKU is an appropriate fit.
- If devices are enrolled at Global organization group, the client will have to move (re-enroll) the devices to a lower organization group on their on-premises environment before migrating.
- Client will have to rebuild all reports, dashboards, and automation on Intelligence if their on-premises environment is connected to sandbox intelligence environment.

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- Migrating VMware Workspace ONE Access™ is not in scope. If you have an on-premises Workspace ONE Access environment, it will be integrated with the dedicated SaaS UEM tenant after UEM migration.
- Migrating a VMware Workspace ONE Assist environment is not in scope.
- This service is not for client's who are looking to move to a Shared SaaS environment.
- The customer is not supposed to have any major enrollments/rollout or changes in their environment during the migration period.
- The customer is responsible for ensuring all enterprise mobility management (EMM) configurations and policy design align with VMware pre-migration best practices.
- The customer is responsible for procurement and installation of hardware.
- All work, documentation and work product(s) will be conducted during typical, local business hours and provided in English.
- VMware and the customer's project management will work closely together to ensure that project scope remains consistent, and issues are resolved on a timely basis.
- The main installation and configuration tasks will be performed remotely.
- The statement of work covers the professional services portion of an on-premises to SaaS migration. It does not include setup fees associated with a dedicated SaaS environment which must be purchased separately.
- The statement of work covers the reinstallation of a maximum of two ACC servers, four UAG servers and two SEG v2 servers. Reinstallation is limited to deploying the same version of the software to the original servers. Version update or migration to different servers is not considered as reinstallation. Reinstallation of additional components will require an additional work order.
- Workspace ONE ACC/UAG/SEG v2 servers will remain in the customer's data center.
- The SaaS environment will be a dedicated hosted environment, architected specifically to the customer's projected device counts. The customer will notify VMware if projected device counts change significantly to allow time for Workspace ONE UEM to scale the environment.
- SaaS default data retention policies are 30 days. Additional historical data can be requested but may result in additional charges.
- SaaS hosted environment setup fees, hosting charges and license conversions are outside the project scope and may incur additional charges.
- The customer will maintain the DNS name and SSL certificates specific to their hosted SaaS environment.

Completion Criteria

The project will be deemed complete when any of the following criteria are met:

- Completion of all deliverables
- Consumption of 65 hours of consulting services
- Passage of 12 weeks after work is initiated

Responsibilities

The deliverables chart lists all VMware and customer responsibilities. The ownership is defined as follows:

- Primary owner = VMware – VMware is responsible for delivery of the component with minimal assistance from the customer's project team.
- Primary Owner = Joint – VMware and the customer's project team are jointly responsible for delivery of the component.

- Primary owner = Customer – VMware is responsible for assisting the customer's project team as needed to deliver the component.

DELIVERABLES				
ID	**DESCRIPTION**	**TOOL/ DELIVERABLE**	**PRIMARY OWNER**	**COMMENTS**
PHASE 1: KICKOFF				
1.1	SaaS Installation	Server change request	VMware	VMware to install dedicated SaaS infrastructure
1.2	Kickoff call	Meeting	Joint	Kickoff meeting to discuss project and technical requirements
ID	**DESCRIPTION**	**TOOL/ DELIVERABLE**	**PRIMARY OWNER**	**COMMENTS**
1.3	Procure DNS/SSL certificate	Server change request	Joint	SSL certificate delivered to Workspace ONE UEM; DNS requirements delivered and scheduled for redirection
1.4	Deliver technical requirements	Firewall change request	VMware	VMware to deliver firewall requirements for SaaS; customer to implement necessary firewall requests
PHASE 2: TEST RUN				
2.1	Customer takes native SQL backup	Migration plan	Customer	Customer takes native SQL backup
2.2	Customer-provided SSL certificates installed on VMware SaaS	Migration plan	Joint	SSL certificates installed on VMware SaaS

2.3	Customer's database ported to SaaS	Migration plan	Joint	Customer's database ported to VMware SaaS environment
2.4	Workspace ONE UEM specific validation	Migration plan	VMware	VMware validation of proper restoration of functionality
2.5	Validation of proper procedures	Meeting	Joint	Meeting to discuss results of test; necessary changes made to migration plan for production
PHASE 3: MIGRATION				
3.1	Customer production outage scheduled	Communication plan	Customer	Customer schedules production environment outage
3.2	Customer's Workspace ONE UEM services suspended	Migration plan	Customer	Customer turns off Workspace ONE UEM services
3.3	Customer takes native SQL backup	Migration plan	Customer	Customer takes native SQL backup
3.4	Customer's database ported to SaaS	Migration plan	Joint	Customer's database ported to Workspace ONE UEM SaaS environment
3.5	DNS records redirected	Migration plan	Customer	Customer updates DNS records to VMware CNAMEs
3.6	Workspace ONE UEM services reactivated	Migration plan	VMware	VMware reactivates Workspace ONE UEM services
3.7	Workspace ONE UEM integration servers reinstalled	Workspace ONE UEM installation guide	Customer	Customer coordinates reinstallation of ACC/UAG/SEG v2 (if necessary); may call support for assistance
PHASE 4: VALIDATION AND WRAP-UP				
4.1	Workspace ONE UEM SaaS testing	Workspace ONE UEM test plan	VMware	VMware SaaS team to test all critical components

PRICING

Contact your local VMware sales representative for pricing and reference
SKU CON-WS1-AW-OP2DED.

FOR MORE INFORMATION ON VMWARE PRODUCTS AND SERVICES

Visit *vmware.com/services* or contact your local VMware representative.

ABOUT VMWARE PROFESSIONAL SERVICES

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process and financial considerations for IT transformation to deliver results that are positive, tangible and material to IT and your business.

TERMS AND CONDITIONS

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If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase or the service will be forfeited.

4.2	Customer-specific testing	Customer test plan	Customer	Customer performs testing of critical business use cases
PROJECT MANAGEMENT				
PM1	Project management	Workspace ONE UEM project management report	VMware	Project updates and reporting as necessary