

UKCloud VMware Licence Service



What is the VMware Licence Service?

The VMware Licence Service (VLS) complements our Managed IT Operations service, by offering a managed VMware service ideally suited to customers who:

- Are planning or have already started a multi-cloud strategy, where the operational costs associated with workloads can seamlessly move to the cloud provider as workloads migrate.
- Want to upgrade their on-premises VMware estate, with NSX, vSAN, SRM, vROps, Network Insight and Horizon to enhance performance, security and resource allocation to enable the seamless migration to the cloud. VLS enables these enhancements for short deployment periods in the most cost-effective way.
- Want to purchase VMware Workspace ONE; details are explained in the Service Scope found in the [UKCloud Knowledge Centre](#).
- Want to migrate to a full rental/consumption-based OPEX model rather than a fixed-cost (CAPEX-centric) model on either an annual or monthly basis.
- Want the flexibility to accommodate rapid changes in the virtualised and end user demand within their organisation, especially given the current variable demands on secure end-user capabilities.
- Are now ready, as part of their strategic cloud direction, to allow third-party expertise to provide enhanced confidence in the health of the IT estate with none of the traditionally associated internal resource effort.
- Are looking for VMware support from UK-based, security cleared, UK nationals, ensuring data integrity and compliance even in the most challenging of environments.



What the service can help you achieve

- **Only pay for what you use.** Your consumption is based on the output reporting of the VMware Usage Meter, which directly relates to your actual operational elements. No longer pay for licences sitting on shelves or deployed into powered-off servers.
- **Operational excellence.** UKCloud's highly experienced service delivery team is available to provide advice and guidance. Under VLS, the environment is enhanced through the provision of NSX and vRLI in addition to the recommended deployment of VMware Skyline.
- **Scalability.** VMware metered licensing is entirely flexible, so can scale up and down as your needs change.
- **Flexibility.** An easier and more cost-effective method for adopting new VMware technologies. Enhanced features or capabilities can be utilised with just a small monthly increase in consumption reporting.
- **Financial efficiency.** Choice of annual or monthly payments depending on your specific circumstances or organisation requirements, with incremental discount delivered for annual payment.





Why UKCloud for VLS

- **A UK company.** UKCloud owns and operates a UK-sovereign, industry-leading, multi-cloud platform, located within the Government's Crown Campus.
- **VMware certified specialist.** UKCloud is the largest cloud provider in the UK specialising in the delivery of VMware-based cloud services solely to UK government, health, education and the third sector.
- **Unique service proposition.** VLS was exclusively developed in the UK between VMware and UKCloud, creating a key building block for enabling migration to multi-cloud (a mix of true public cloud and secure private cloud spanning on-premises, Crown Campus and hyperscaler).
- **Cloud migration.** Delivered faster and safer with UKCloud's wide portfolio of Cloud Services, Professional Services and Managed Services.
- **UK-based support.** Dedicated 24/7 UK telephone and ticket support with access to UKCloud's technical experts. First- and second-line support is provided from the award-winning UKCloud service desk, with additional support provided by VMware.
- **Service Delivery Managers.** Every VLS customer is designated a Service Delivery Manager (SDM) for ongoing support, quarterly performance reporting and active service monitoring.



Licence eligibility

- **Includes:**
 - Vsphere, vROps, vSAN, NSX, SRM, Workspace ONE and Horizon
 - All other licences that are captured in the Usage Meter
- **Excludes:**
 - Avi Networks, Velocloud, Carbon Black, Pivotal (until these appear on the VCPP product guide)



VLS managed service elements

There are several options for how to deploy VLS depending on the breadth of the managed service options the customer has selected and the extent to which UKCloud Professional Services are deployed to support the setup and transition into operation.

The following are the key steps of a typical deployment completed by UKCloud.

- **Workload analysis.** Current usage for licence types, deployment quantities, VM and vRAM allocations are identified and assessed. Recommendations are made to tune as necessary and the outcome is then used to baseline future estimated consumption.
- **Usage Meter.** Deployment and setup, and, if sufficiently in advance, data is used to validate estimated consumption. Automated emails are configured for reporting consumption to UKCloud.
- **VCPP licence keys.** New licence keys are applied to all VMware products covered under VLS. UKCloud will provide the licence keys at the correct operating software level for the existing environment.
- **Software/patching levels.** Software/patch updates will be provided by UKCloud as required to ensure the ongoing support of the environment. Schedules will be agreed through the Service Delivery team.

- **Service operations.** The customer will be set up on the UKCloud Portal. Incidents will either be notified by the customer or reporting will be automated through Managed Monitoring as a Service, if selected.
- **Service delivery management.** The assigned SDM will be available to support any incidents that occur. A quarterly report/meeting will ensure continuity on all aspects. Topics covered will include:
 - Service incidents
 - Billing and consumption reporting
 - Capacity and future planning
 - Support and patch levels
 - Environment and performance enhancements
 - Migration strategy and next steps

Accreditation and information assurance

The security of our platform is our number one priority. We've always been committed to adhering to exacting standards, frameworks and best practice. Everything we do is subject to regular independent validation by government accreditors, sector auditors and management system assessors. Details are available on the [UKCloud website](#).

Connectivity options

UKCloud provides one of the best-connected cloud platforms for the UK public sector. We enable access to our secure platform by DDoS-protected internet, PSN, Janet, HSCN, MCN and your own leased lines via our HybridConnect or CrownConnect services. The full range of flexible connectivity options is detailed in the [UKCloud Pricing Guide](#).

An SLA you can trust

We understand that enterprise workloads need a dependable service that underpins the reliability of the application to users and other systems, which is why we offer one of the best SLAs on G-Cloud. For full details on the service SLA, including measurements and service credits, see the [SLA Definition](#) article on the UKCloud Knowledge Centre.

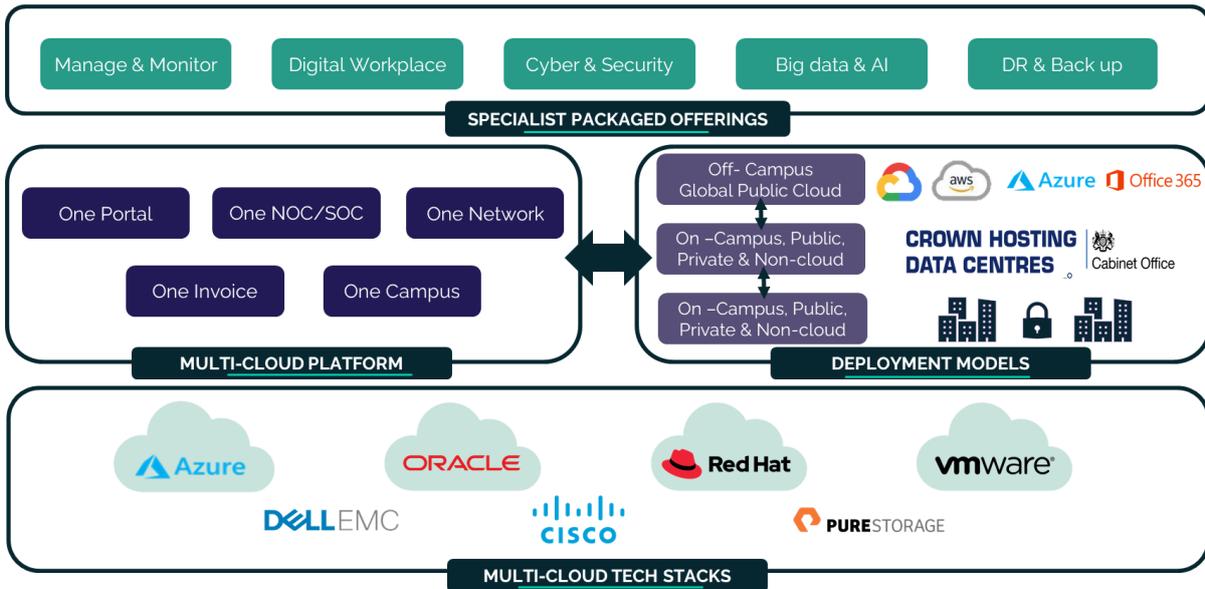
The small print

For full terms and conditions, including onboarding and responsibilities, refer to the [Terms and Conditions documents](#).

For full information regarding this product, we have [Service Scopes](#), [FAQs](#) and other relevant articles on our [Knowledge Centre](#).

 Why UKCloud?

UKCloud is dedicated to the digital transformation of our nation’s public services through our flexible, secure and cost-effective multi-cloud platform and the expertise of our people and partners. We believe that diversity of technology drives value and innovation and so we bring together different cloud technologies, with different deployment models spanning on-premises (private cloud), on-campus (Government’s Crown Campus) and off-campus global public cloud services. This enables you to choose the right cloud for creating new workloads or migrating or replacing existing applications to the cloud with specialist SaaS solutions.



We recognise the importance of public services to UK citizens and businesses, which is why we include the highest level of support to all our customers at no extra cost. This includes dedicated 24/7 UK support, a Network Operations Centre (NOC), utilising protective and proactive monitoring tools, and access to UKCloud’s experts. UKCloud can also provide outcome-based professional services or managed services to help you with digital transformation.