



Workspace ONE Assist Pricing Document

Overview

Workspace ONE Assist is a real-time remote support solution that enables organizations to maximise End User Experience whilst reducing TCO. With Workspace ONE Assist, IT and help desk staff can quickly resolve employee device issues, across any use case, with remote view and control capabilities.

Workspace ONE Assist supports any device type—from laptops and rugged handheld computers to wearables—across any platform, including Android, Windows Embedded, Windows 10, macOS, iOS, and Linux.

Pricing example

SKUs provided in the pricing tables cover 12-, 24-, and 36-months term. To calculate the total price, multiply the per month price provided with the preferred term length required. For 24- and 36-months term, additional discounts will be applied to demonstrate the benefits of longer-term purchases as shown in the illustrative example below.

Please contact VMware sales for further information.

SKU	SKU Length	Description	Price
WSD-AARMP-12PT0-C1S	12-month prepaid SKU	Product description including components, minimum numbers, and support coverage	£0.43 per device per month
WSD-AARMP-24PT0-C1S	24-month prepaid SKU		£0.40 per device per month
WSD-AARMP-36PT0-C1S	36-month prepaid SKU		£0.38 per device per month

Pricing Options

SKU	Product	Description	Price
Workspace ONE Assist			
WSD-AARMP-12PT0-C1S	VMware Workspace ONE Assist Add On - Shared Cloud - Per Device - SaaS Production Support	Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM shared cloud environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.43 per device per month
WSD-AARMP-24PT0-C1S			
WSD-AARMP-36PT0-C1S			
WSU-AARMP-12PT0-C1S	VMware Workspace ONE Assist Add On - Shared Cloud - Per User - SaaS Production Support	Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM shared cloud environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.77 per user per month
WSU-AARMP-24PT0-C1S			
WSU-AARMP-36PT0-C1S			
WMD-AARMP-12PT0-C1S	VMware Workspace ONE Assist Add On - Shared Cloud for Workspace ONE Managed Hosting Customers - Per Device - SaaS Production Support	Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM managed hosting or latest mode environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.43 per device per month
WMD-AARMP-24PT0-C1S			
WMD-AARMP-36PT0-C1S			
WMU-AARMP-12PT0-C1S	VMware Workspace ONE Assist Add On - Shared Cloud for Workspace ONE	Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM managed hosting or latest mode environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments.	£0.77 per user per month
WMU-AARMP-24PT0-C1S			

WMU-AARMP-36PT0-C1S	Managed Hosting Customers - Per User - SaaS Production Support	Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	
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Academic Pricing:

SKU	Product	Description	Price
Academic Workspace ONE Assist			
WSD-AARMP-12PT0-A1S	VMware Workspace ONE Assist Add On - Shared Cloud - Per Device - SaaS Production Support	Academic Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM shared cloud environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.26 per device per month
WSD-AARMP-24PT0-A1S			
WSD-AARMP-36PT0-A1S			
WSU-AARMP-12PT0-A1S	VMware Workspace ONE Assist Add On - Shared Cloud - Per User - SaaS Production Support	Academic Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM shared cloud environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.47 per user per month
WSU-AARMP-24PT0-A1S			
WSU-AARMP-36PT0-A1S			
WMD-AARMP-12PT0-A1S	VMware Workspace ONE Assist Add On - Shared Cloud for Workspace ONE Managed Hosting Customers - Per Device - SaaS Production Support	Academic Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM managed hosting or latest mode environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.26 per device per month
WMD-AARMP-24PT0-A1S			
WMD-AARMP-36PT0-A1S			
WMU-AARMP-12PT0-A1S	VMware Workspace ONE Assist Add On - Shared Cloud for Workspace ONE Managed Hosting Customers - Per User - SaaS Production Support	Academic Workspace ONE Assist shared cloud add-on. Requires existing Workspace ONE UEM managed hosting or latest mode environment. Cannot be added to Workspace ONE Express or Workspace ONE Express+ environments. Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.47 per user per month
WMU-AARMP-24PT0-A1S			
WMU-AARMP-36PT0-A1S			

Pricing Considerations

Please refer to the below key points when considering buying VMware offerings:


- Workspace ONE Assist is sold as an add-on to Workspace ONE UEM
- Device / User numbers for Workspace ONE Assist must match the core Workspace ONE UEM deployment
- Pricing based upon a 12m prepaid subscription with 24, 36-month prices available upon request
- Academic Pricing Subject to eligibility

Add-ons

Add-ons are value added services that can be purchased in addition to the core VMware Workspace One offering. These services are optional, are priced, and charged separately.

VMware Success 360

VMware Success 360 is a comprehensive success offering that guides you through all the stages of your journey with VMware solutions. It provides a consistent way of working with VMware that will help you continually realize value and



achieve outcomes faster from your investments. It's a partnership between you and VMware. There are several components – Success Planning, Adoption Guidance and Workshops, Digital Learning, and Dedicated and Proactive Support.

We do this through a jointly developed Success Plan which identifies what you consider to be your success metrics around business value, performance value and experience value. These metrics are tracked in your personalized dynamic Health Scorecard.

Success Pathways leverage hundreds of assets, tools, and services and are organized to identify the next best steps for you to take to achieve your goals, including direct access to expert engineers.

Digital Learning provides a personalized flexible learning experience to help your team to gain new skills and accelerate value realization of your VMware technology. It offers 24x7 access to the VMware Learning Premium Subscription to an unlimited number of users.

Maximize productivity and uptime with Dedicated and Proactive Support to speed issue resolution, minimize downtime and help prevent recurring incidents. It includes global proactive and reactive support with unlimited support requests and customer administrators.

Pricing

Success 360 is a consumption-based pricing model where the Success 360 price is determined by customer's Subscription and SaaS license spend. If you need help deciding, please contact VMware sales.

Additional Information

If you need help deciding, please contact VMware sales: G-Cloud@vmware.com

