



# 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 Options

Prices listed are monthly based on 12 months prepaid with Production-level support. Additional term lengths and billing options are also available.

When licensing Workspace ONE in a device-license model, the SSO and Access Control technology is restricted to work only on licensed devices and from managed applications. Organizations looking to enable or allow access to enterprise applications from any web browser, must license Workspace ONE in a per-user license model.

SKU	Product	Description	Price
<b>Workspace ONE Assist</b>			
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.	£0.44 per device per month
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.	£0.79 per user per month
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.	£0.44 per device per month
WMU-AARMP-12PT0-C1S	VMware Workspace ONE Assist Add On - Shared Cloud for Workspace ONE Managed Hosting Customers - Per User - 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 users. Technical Support, 24 Hour Sev 1 Support - 7 days a week.	£0.79 per user per month

## 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

## **Additional Information**

If you need help deciding, please contact VMware sales: [G-Cloud@vmware.com](mailto:G-Cloud@vmware.com)

