Value-Add Logistics Service Offerings

Vesper Release
Vesper: Logistics Capabilities
New Capabilities Aimed at Providing Flexibility and Scale.

• Intention is to improve the customer/partner experiences by simplification and flexibility

• Opportunity to standardize offerings across all routes-to-market (2Tier, VCPP, Direct, Telco, etc)

• Proactive flexibility that can satisfy partner requirements depending on their logistics capability

• Approach can vary deal-by-deal with “upfront” pricing and established operational procedures

• IT capability to capture, price, and invoice for services
VMware Global Logistics Network
Broad capabilities leveraging a global network

Regional Hubs and Forward Stocking Locations combine to provide global coverage for both sales fulfillment & enhanced warranty fulfillment (4-hr). These hubs are integrated with worldwide transportation capabilities.

Regional Hub Locations
- Louisville, US
- Venlo, NL
- Singapore
- Sydney, AU
- Tokyo, JP
- Dubai, AE
  (warranty fulfillment only)

Sales & Warranty Fulfillment
- Louisville Hub
- Venlo Hub
- Japan Hub
- Dubai Hub
- Australia Hub

Warranty Fulfillment
- Singapore Hub
- Sydney Hub
- Tokyo Hub

AMERICAS – 117 sites
ASIA PACIFIC – 44 sites
EMEA – 82 sites
## Hardware Logistics Options

### Intended Approach for Go Live – Pricing to be announced shortly*

- **Standard Service**
  - MSP or Distributor arranges pick up from one of 5 regional hubs
  - INCO terms: **FCA Hub**
  - Title / liability transfer at FCA Hub
  - SLA = 3 days from PO receipt
  - VMware is Exporter of Record and provides necessary documentation
  - MSP or Distributor manages logistics/import (if required)

- **Standard PLUS**
  - VMW delivers to location as per MSP or Distributor instructions
  - INCO terms: **DAP <location>**
  - For international: location = Port of Entry based on country
  - Title / liability transfer at DAP / Port of Entry
  - MSP or Distributor would arrange for Import and “local” in-country delivery
  - VMware selects carrier and service level for Standard Plus

- **Premium**
  - VMW delivers to final destination per MSP or Distributor instructions
  - INCO terms: **DDP**
  - VMW arranges importation and local in-country delivery
  - Title / liability transfer at destination
  - Any duties & taxes paid by VMW
  - VMware selects carrier and service level for Premium
  - Country availability will be rolled out during 2020

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*Pricing to be announced shortly*
VMware Logistics Offerings

Sales fulfillment for VeloCloud

By providing 3 different options, MSPs can make choice based on their requirements.

Selection of Service Level can be defaulted per MSP AND can be changed on an order-basis.

While unique Ship To address can be provided at an order-line level, Service Level must be selected at an “Order Header” level.

Logistics services are not included on quotations and are calculated during order processing as a % of net hardware price.

Note: Premium service will not initially be available for all countries. See Logistics Service Guide for updated information as this service is rolled out.