VMware SD-WAN Work from Home Subscriptions

Subscription Descriptions

Q. What are the subscription levels for the work from home (WFH) offer?

A. VMware SD-WAN™ by VeloCloud® offers two subscription levels that enable business users to get the best application performance while working from home:

WFH Subscription: $90/month

- One business user and up to two concurrent business devices
- Ideal for video conferencing, voice calls, and email
- Includes direct SaaS and cloud VPN access
- Unlimited home users and unlimited home devices
- Up to 350 Mbps (or maximum device throughput)

WFH Pro Subscription: $240/month

- One business user and up to three concurrent business devices
- Highest quality voice/video calls, SaaS, and emails
- Ideal for heavy graphics and access to large files
- Includes direct SaaS and cloud VPN access
- Unlimited home users and unlimited home devices
- Up to 1 Gbps (or maximum device throughput)

Q. How many business users can be connected to a VMware SD-WAN Edge with a WFH or WFH Pro subscription?

A. Only one business user can be connected to a VMware SD-WAN Edge with either a WFH or a WFH Pro subscription. With a WFH subscription, the business user can have two concurrent business devices connected. With a WFH Pro subscription, the business user can have three concurrent business devices connected.

Q. How do you define a "business device?"

A. A business device is any networked device that needs access to the enterprise network and ability to use the overlay. This could be a laptop, desktop, IP phone, network printer, etc.

Q. Is hardware included with the WFH or WFH Pro subscription?

A. No. Customers can purchase and use any VMware SD-WAN hardware platform with either the WFH or WFH Pro subscriptions.

Q. What hardware do you recommend with the WFH or WFH Pro subscriptions?

A. Any VMware SD-WAN Edge platform will work with the WFH and WFH Pro subscription. Throughput will be limited to the subscription license or the maximum throughput of the device (whichever is lower). For the WFH subscription we recommend using the VMware SD-WAN Edge 510 or VMware SD-WAN Edge 610. Customers who want integrated LTE should use the VMware SD-WAN Edge 510-LTE. For the WFH Pro subscription it is recommended to use the Edge 620.

Q. Can the WFH and WFH Pro subscriptions be used in a small branch office?

A. No. Branch office customers must use one of the VMware SD-WAN Standard, Enterprise, or Premium Edition software subscriptions. The WFH and WFH Pro subscriptions are only for use at an employee's home residence, not a branch office.

Q. What feature set is included with the WFH and WFH Pro subscriptions?

A. The WFH and WFH Pro subscriptions support the same feature set as the VMware SD-WAN Premium Edition software subscription.

Q. Can these subscriptions be used with both hosted and on-premises VMware SD-WAN Orchestrator?

A. Yes.

Q. Is a gateway add-on license required for LATAM and APAC markets?

A. Yes.

Q: What support options are available for the WFH and WFH Pro subscriptions?

A. Basic support is included for WFH and WFH Pro. Production and Premier support upgrades are also available for purchase.

Q. Can the WFH and WFH Pro subscriptions be used with a partner gateway?

A. Yes, WFH and WFH Pro can be used with a hosted gateway or with a partner gateway.

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Q. Are the WFH and WFH Pro subscriptions available globally?

A. Yes, these are available everywhere that the existing VMware SD-WAN Editions (Standard, Enterprise, and Premium) and hardware VMware SD-WAN Edges are available.

Q. What terms and payment options are available?

A. WFH and WFH Pro are available as 1-, 3-, and 5-year terms. VMware offers options for prepaid, annual, or monthly payments.

Q. Is the price of $90/month for WFH and $240/month for WFH Pro in US dollars?

A. Yes. For more details please see the price book on Partner Connect which includes pricing in various currencies.

Security Features

Q. How can a business ensure that home network users other than the designated employee (such as children, others in the household who work from home, etc.) don't access the corporate network?

A. Home users should enable 802.1x authentication for all wired ports and for wireless SSIDs (except for an SSID or wired ports for home users/devices). The VMware SD-WAN Edge supports EAP-MD5 password-based authentication and Mac Authentication Bypass (MAB) for 802.1x authentication. Enabling 802.1x authentication ensures that only business users and devices can access the overlay and the enterprise network.

Q. How does traffic outside the designated employee's work – other users' activity, social media, web browsing history, etc. – remain private?

A. Any home user and device should be assigned to a segment on the SD-WAN edge that is configured as "Private". Segments that are configured as "Private" will be sent directly to the internet over the underlay. No flow data from devices on the private segment will be collected to ensure the privacy of users and devices on the "Private" segment.

Deployment Models

Q. What is the recommended deployment model for an edge with a WFH or WFH Pro subscription?

A. For users who have high-bandwidth internet circuits of 50 Mbps or more, we recommend placing the VMware SD-WAN Edge device behind the existing modem or wireless router (Design 1A or 1B). For users who have low-bandwidth internet circuits of less than 50 Mbps, we recommend placing the VMware SD-WAN Edge device in front of existing the existing modem or wireless router (Design 2A or 2B).
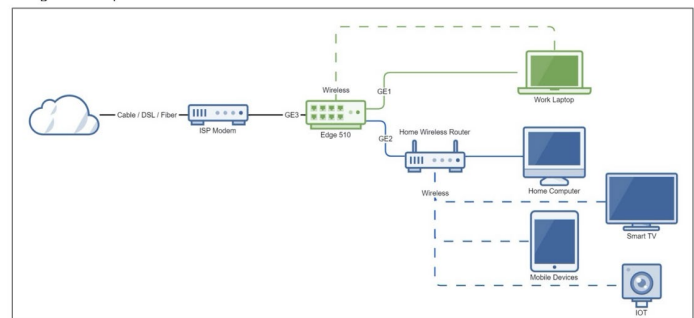
Design 1A – Separate Modem and Wireless Router
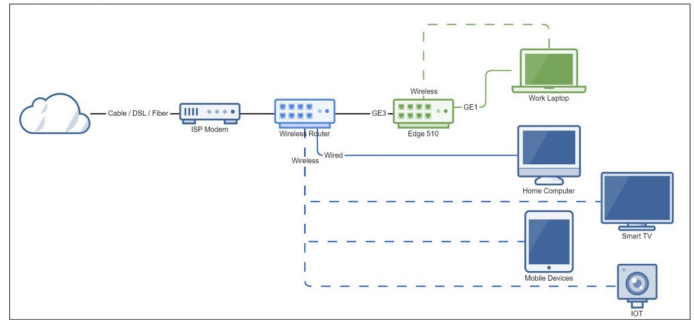
Design 1B – All-in-One Modem and Wireless Router
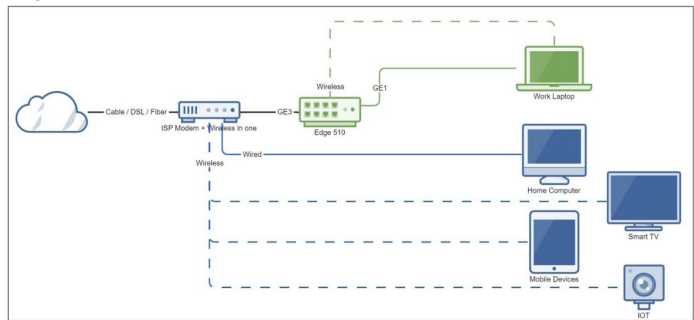
Design 2A – Separate Modem and Wireless Router

Design 2B – All-in-One Modem and Wireless Router

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