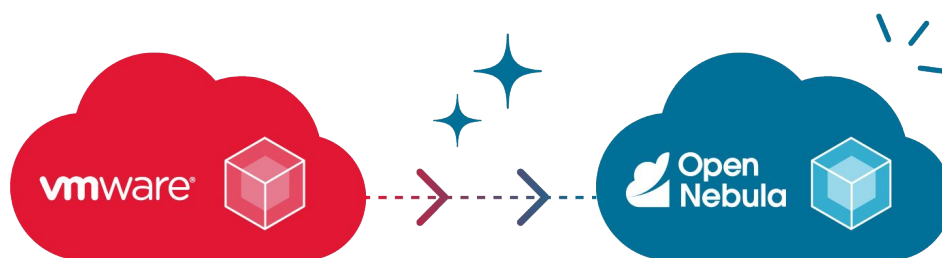




| GUIDE

VMware Migration Support Service



The VMware Migration Support Service provides expert guidance and hands-on assistance to validate migration procedures through pilot migrations from VMware to OpenNebula using OneSwap.

What Is Included?

The service is delivered through four phases.



1. Kickoff & Readiness Assessment

Assessment Window: Up to 1 Week

OpenNebula reviews the VMware source environment and the target OpenNebula cloud, validates the migration prerequisites, confirms access and technical requirements, identifies the initial migration candidates, and defines the execution plan for the pilot migrations.



2. Pilot VM Migrations

Migration Window: Up to 1 Week

OpenNebula deploys and configures OneSwap and performs the migration and validation of one Linux virtual machine and one Microsoft Windows virtual machine. The phase also includes migration performance measurements and validation activities to identify recommendations and best practices for future large-scale migrations.



3. Knowledge Transfer

Knowledge Transfer Window: Up to 1 Week

OpenNebula prepares the final migration documentation, including the migration runbook, configuration notes, validation results, and performance findings. A 2-hour knowledge transfer session is then delivered to the customer team to review the migration process, operational best practices, and recommendations for planning future migrations.








4. Post-Migration Support

Support Period: 2 Weeks

During this period, OpenNebula provides remote assistance for migration-related questions, troubleshooting, clarification of documentation, and best-practice guidance as the customer continues planning or executing additional migrations.

What is not included?

The following are not included in the service:

-  **Migration of Additional Virtual Machines**
The service includes the migration and validation of one Linux virtual machine and one Microsoft Windows virtual machine. Migration of additional virtual machines is not included.
-  **Application Validation**
Validation of applications, databases, middleware, licensing, or business services running inside migrated virtual machines remains the responsibility of the customer.
-  **On-site Services**
All activities are delivered remotely. On-site consulting services are not included.
-  **Custom Development and Integrations**
The service does not include software development, custom automation, workflow creation, API integrations, or product modifications.
-  **Production Migration Execution**
The service is intended to validate migration procedures through pilot migrations. Execution of production migration waves, migration of additional workloads, and customer-wide migration activities are not included.

Service Requirements

To utilize this service, the following conditions must be met:

- **OpenNebula Software Subscription:** A valid subscription with either Standard or Premium Service Level Agreement (SLA) is required.
- **KVM-Based OpenNebula Cloud:** A fully supported and operational on-premises KVM-based OpenNebula cloud is essential.
- **Source VMware Environment:** A fully supported and operational source VMware environment must be in place.
- **OneSwap Compatibility:** Source virtual machines and operating systems must be supported by the current OneSwap release.
- **Supported Operating Systems:** The operating systems used must be supported by both OpenNebula and the selected migration tool.

Pricing

The cost for the Migration Support Service to an OpenNebula cloud starts at \$15,000 (€12,000).



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Reference: VMware Migration Support Service - Rev20260608