



VMware-powered DRaaS from a VMware Cloud Provider of Your Choice

Frequently asked questions

Q. WHY DO I NEED THIS? AREN'T MY VMs NATURALLY PROTECTED?

A. While vSphere environments are more resilient and flexible than traditional infrastructure, your on-premises infrastructure running your virtual environment can still fail. Adding VMware-powered DRaaS from a proven VMware Cloud Provider allows you to enjoy the benefits of disaster recovery without the costs and headaches of deploying and managing a secondary site. A cloud-based DRaaS offering provides quick RPOs and safety from disasters that may impair your physical infrastructure running your VMs. Numerous VMware Cloud Providers offer DR services powered by VMware vCloud Availability, which also allows for cloud-to-cloud disaster recovery, so you have full protection no matter where your workloads are running.

Q. WHAT SOLUTION IS THE DRAAS BASED ON?

A. It is based on the powerful VMware vCloud Availability solution, a modern resiliency solution integrated into VMware vCloud Director.

Q. WHAT IS VMWARE VCLLOUD AVAILABILITY?

A. VMware vCloud Availability offers simple, secure, and cost-effective disaster recovery, onboarding, and migration services “to” or “between” multi-tenant VMware clouds.

Q. WHY VMWARE POWERED DRAAS VERSUS ANOTHER DISASTER RECOVERY SOLUTION?

A. Using a VMware-native solution means you use the same vSphere replication processes you are already familiar with and enjoy a centralized management console for both your day-to-day IT operations and your Disaster Recovery solution. The tight integration also provides a cost-effective solution to help minimize DR costs. For more information about the solution, please visit:

<https://www.vmware.com/products/vcloud-availability.html>

Q. HOW DO I SIGN UP FOR UP FOR VMWARE POWERED DRAAS OFFERING?

A. Simply visit <https://cloud.vmware.com/providers/draas-powered> and follow the steps to sign up for the service. You will select a validated DRaaS partner, and we will connect you with that VMware Cloud Provider of your choice.

Q. WHAT WILL I NEED TO DO TO SETUP AND CONFIGURE MY DISASTER RECOVERY SERVICE?

A. Configuring your Disaster Recovery as a Service is easy. After filling out the set-up form, we will connect you with a cloud provider of your choice. You will be sent an email with a link to download the on-prem component – a simple vCenter plug-in that connects your environment to the cloud-based DR site. Simply download and install the on-prem component. Your cloud provider will contact you with the credentials for pairing and connecting for the service. Most configuration is done by your VMware Cloud Provider on their end. You simply need to do some minor configuration and pairing on your end.

Q. HOW DO I FIND/SELECT A VMWARE CLOUD PROVIDER TO PROVIDE MY SERVICE?

A. Simply visit <https://cloud.vmware.com/providers/draas-powered>. You will see a list of cloud providers offering VMware powered DRaaS.

Q. HOW WILL I BE CONTACTED BY MY VMWARE CLOUD PROVIDER OF CHOICE?

A. Your selected VMware Cloud Provider will send you an email when they receive your information.

Q. WHY ISN'T MY CURRENT CLOUD PROVIDER LISTED?

A. All VMware Cloud Providers must be part of the VMware Cloud Provider Program (VCP) and go through a certification process to offer VMware Disaster Recovery as a Service (DRaaS). This certification process assures you get quality and dependable cloud-based disaster recovery from the cloud provider. New partners are constantly applying, becoming certified, and getting added to the list, so check [the site](#) often. You can also encourage your cloud provider to deploy vCloud Availability and become DRaaS certified too.

Q. WHERE CAN I GET HELP WITH SETTING UP MY SERVICE?

A. The best place to start is with our instructional videos – see links below. If those don't answer your questions, you can consult the [vCloud Availability User Guide](#) from VMware documentation. You can also turn to your cloud provider for additional help with your configuration.

- [Overview lightboard](#)
- [Deploy on-premises appliance](#)
- [Setting up DR using vSphere](#)
- [Setting up DR using vCD](#)
- [Tenant setup lightboard](#)

Q. WHERE CAN I GET PRICING INFORMATION

A. Please work directly with your VMware Cloud Provider for DRaaS pricing.

Q. WHERE CAN I GET MORE INFORMATION ON THE SOLUTION?

A. For more detailed information about the solution, please visit: <https://www.vmware.com/products/vcloud-availability.html>

You can also visit: <https://cloud.vmware.com/providers/draas-powered> or contact your VMware Cloud Provider for more information.