

VeloCloud® is Now Part of Arista

Frequently Asked Questions - Channel Partners

On July 1, 2025, Arista announced that we have acquired the VeloCloud® SD-WAN portfolio.

VeloCloud brings leading cloud-delivered SD-WAN solutions with integrated security to complement Arista's wired and wireless switching portfolio. VeloCloud solutions include a range of edge hardware platforms with integrated secure firewalling and application-optimizing SD-WAN, available with a choice of integrated Wi-Fi and/or 5G mobile connectivity.

Below we answer the most pressing questions in this transition.

What's Next for VeloCloud Partners?

For current VeloCloud Partners, the Arista Channels NOW! Partner Program for VeloCloud MSP Partners is designed to build strong relationships with our partners, recognize them for their commitment to Arista, and provide them with the capabilities to grow their businesses.

VeloCloud MSP tiers will map to Arista partner Tier classifications as shown below.

Previous Tier	Pinnacle	Premier	Registered
Arista Tier	DVAR Elite MSP	DVAR MSP	IVAR MSP

General Questions	Answer
What is happening?	Arista acquired the VeloCloud business unit from Broadcom on June 30th 2025 this includes all of the VeloCloud Products.
How do I log into the Arista partner portal?	Use this link to register for the Arista Partner Portal
Is my account manager changing?	Your account manager might be changing. Your account manager will be in touch immediately following the acquisition announcement to answer your questions.
Why were we not notified before the close date?	Due to regulatory restrictions, neither party was at liberty to make public statements related to the acquisition.
Will the VeloCloud partner program change now that it's no longer driven by Broadcom?	The immediate change is the name: <i>VeloCloud Partner Program for Managed Service Providers</i> is now called <i>Arista MSP</i> program. The rest of the program - legal and programmatic documentation, transaction framework, Joint Business Plans, discounts, and entitlement governance remain the same. We will notify you of any future changes, if any.

Transactional Questions	Answer
Are there any pricing changes?	No, there are no changes to price.
Do I need to issue a new PO?	<p>If you issued a PO during the ordering freeze (mid June - July 7th) you will need to issue a new PO for that order.</p> <p>Edge licenses: If you are a VeloCloud partner at the Pinnacle or Premier level, you will be quoted once per quarter for your capacity additions. A corresponding PO is required. If you are a Registered partner or an enterprise procuring through a reseller, you will be quoted upon request to add more licenses. The associated PO is required.</p> <p>Hardware: Everyone is required to issue a PO upon quoting in order to take possession of the hardware units.</p>
I am already an Arista partner, what program do I transact under?	If you are an existing Arista Partner, you will continue to transact as usual. If you would like to join the MSP route-to-market program (aka VeloCloud Partner program for MSPs), please review the documentation in the Partner Portal and reach out to your Account Manager if you believe that the MSP RTM is right for you.
I have billing questions, who do I contact?	For billing questions and support, please reach out to: United States, Canada, Latin America: customer.setup@arista.com Europe, Africa, Asia, Middle East: accounts.receivable@arista.com
How will Capacity Buys be processed?	The Capacity Buys will be processed as noted in the Program Licensing Guide. It is critical that you assign the proper licenses to the edges in your VCOs as soon as possible prior to your first Capacity Buy payment. Arista will send you a quote with the number of entitlements you added since the start of your three-months Capacity Buy period. If you turned up licenses for SKUs that were not in your original order, these SKUs will be added to the quote.
Will SKUs be changed?	Yes. There will be new SKUs which should be used to transact. However, there is a 6-month grace period, allowing partners and customers to transact using existing Broadcom SKUs.
If you are changing SKUs, how long do we have to make changes in our systems?	Partners and customers have up to 6 months post close before transacting with new SKUs. Orders processed on or after January 1st, 2026 will need to be transacted using the new, Arista SKUs.
I received an invoice from Broadcom in June but it is due in July - who do I send payment to?	All invoices issued by Broadcom should be paid to Broadcom. Broadcom will cease issuing invoices on June 30th.
Where can I check the status of my hardware order?	Order status can be tracked using the tracking information that will be shared.
Will Arista allow me to transact directly or do I have to continue to go through a distributor?	As an Arista MSP partner, you will continue to transact as you have been with Broadcom. Pinnacle and Premier partners continue to procure VeloCloud directly from Arista and use VLPs as necessary. Registered partners must transact through their chosen VLP.
Will my VeloCloud MSP discount remain the same?	Your VeloCloud MSP discounts will remain the same.
Will the VeloCloud Partner Program for Managed Service Providers be retired?	No, the VeloCloud Partner Program for MSPs will not be retired. While its name is changing, the program itself remains intact.

Product Questions	Answer
Are there any pricing changes?	No pricing changes have been made. You will be noticed of any future changes.
Does this mean that the Symantec Cloud Web Security product is EOL?	No. VeloCloud SASE will continue to be active.
I would like to review the joint VeloCloud and Arista roadmap. Where can I find it?	Please reach out to your account manager to set up a call to review the roadmap
Will anything change on the hosted gateways or VCO's?	No changes are planned.

Hardware & Logistics Questions	Answer
Do I still have a 30-day lead time on shipments?	Lead time on hardware shipments are dependent on multiple factors including availability of hardware. There are no changes to lead times.
Do I still pay for my own shipping?	Please refer to Arista's policy regarding hardware shipments.
Is there a 12-month hardware warranty like there used to be prior to Broadcom?	Arista has a 1-year warranty on hardware. Customers are encouraged to purchase service contracts for HW support
What are the new logistics arrangements?	Post close, we will follow Arista's policies for shipment.
When will my hardware order be fulfilled by Arista?	Your quote will be regenerated on the Arista paper. You will need to re-issue the PO. There will be no price change. EMEA --> 21 July NAM/LATAM --> 7th July APJ --> coming soon.

Support Questions	Answer
How will my professional services project be managed moving forward?	Arista Professional Services will be delivering VeloCloud PS Projects.
How will RMAs be processed moving forward?	RMA will be processed by Support and shipped from Arista locations.
I have an open support case - do I need to re-open a case?	No. Open cases will be transitioned to Arista Support.

Support Questions	Answer
Is anything changing with my Advanced Support Agreements?	No. Arista will honor existing Advanced Support Offerings.
What are the global support numbers or the new support engagement process? New Support SLAs?	Support Phone Numbers : VeloCloud Customer Support: 1-866-373-5989 VeloCloud Continental US Support (CONUS/US Federal): 1-866-373-5990 No Change in SLAs.
Where can I check the status of my support cases?	Register on the Arista Support portal to view your cases and check status.
Who will be handling support going forward?	Support will be provided by VeloCloud WW Support team within Arista.
Will “service-first” be reinstated?	No, customers are still expected to have valid contracts to engage via Arista support channels and access Velo SW downloads.
What is the process for contacting support before/ during/after transition? Which number/email do I call and will there be any blackout period?	We do not anticipate any blackout period. Support can be reached using Arista Portal, by emailing support-velocloud@arista.com , or by calling the above support phone numbers.

Legal Questions	Answer
I would like to use my VeloCloud MSA instead of the previous partner program to transact moving forward.	The end of transactability on VeloCloud MSAs dates (March 28, May 18, and June 20 for Americas, EMEA, and Asia Pacific, respectfully) have passed. Pursuant to the end of transactability notices, no order on legacy MSAs will be taken.
What happens to the previous partner program RPA and AoR agreements?	Arista is fully committed to continuing the VeloCloud partner program. Existing contracts will be inherited by Arista intact including the RPA, and AoR.
Will we get change in control notifications?	Broadcom will send an official Change-in-Control notice to all partners within days of the acquisition close. These notices will be appended to your partnership agreement (the RPA). Most notices require no action.

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