

Bitnami Community Catalog on Cloud Provider Hub

Introduction

Q. What is Bitnami Community Catalog?

A. Bitnami Community Catalog is a service that enables Managed Service Providers (MSPs) in the VMware Cloud Provider Program (VCP) to offer validated open-source applications to their tenants at scale and with ease. Bitnami is a leader in application packaging solutions providing the largest catalog of click-to-deploy applications and development stacks for every major cloud environment.

Q. How can MSPs best leverage the Bitnami Community Catalog?

A. Bitnami offers application content to developers, that can be easily deployed across any cloud - public and hybrid - and in the most optimal format - virtual machines (VM), containers and Kubernetes helm charts. Thus, MSPs can differentiate their business by utilizing the Bitnami-packaged applications through the Bitnami Community Catalog. Read our Program Handbook to learn more about joining the MSP Program.

Q. How does Bitnami add value to VCP Cloud Providers?

A. VCP Cloud Providers can now offer any application in the Bitnami Application Catalog on their managed clouds, on-prem, hosted private and public clouds. With the addition of the Bitnami catalog into VMware Cloud Marketplace and integration with vCloud Director and Cloud Provider Hub, all the applications and components in the Bitnami Application Catalog are now available for VCP Cloud Providers to offer as managed services. Further, with Enterprise PKS, VMware's container orchestration solution, VCP Cloud Providers can also offer managed container services. Enterprises can BYOA (Bring Your Own Application) or build their applications from the Open Source and micro-services on offer from Bitnami and deploy them as containers across multi-clouds in VCP Cloud Provider environments with Enterprise PKS.

With Bitnami Application Catalog integrated into the Cloud Provider Platform, VCP Cloud Providers are now able to move beyond IaaS and offer managed application

services. With applications and components available as cloud, virtual machine, and container images, VCP Cloud Providers offer the flexibility of deploying Bitnami applications as VMs or containers to suit the digital transformation needs of enterprises.

Bitnami on VMware Cloud Provider Hub

Q. Will Bitnami be available as a service offering on VMware Cloud Provider Hub?

A. Yes. With Bitnami available on Cloud Provider Hub, VCP partners can deploy, transact and provision the Bitnami Community Catalog to their end customers.

Q. How do we onboard the service tile for Bitnami on VMware Cloud Provider Hub?

A. When a Bitnami Community Catalog becomes active in the business portal, the VMware Cloud Marketplace tile will be enabled in Cloud Provider Hub. Selecting open on the tile will activate the service and will be available under 'Services provisioned for you'.

Q. Is the Master org creation process same as that of other services on Hub?

A. Yes, partners can follow the same process for creating a Master Org for Bitnami Community Catalog. If they have already onboarded to the master organization using another VCP MSP commit contract, when the VCP MSP Bitnami commit contract becomes active in the business portal, it will show up as the VMware Cloud Marketplace tile, which will be available under 'Services available for provisioning'.

Q. How does the tenant management process work for the Bitnami Community Catalog?

A. Tenant creation and management is not required in Cloud Provider Hub for Bitnami since the service is managed at the provider level. If you create a tenant organization and enable VMware Cloud Marketplace service for that tenant, the tile will get enabled, but no operation can be performed on this tile.

Q. How does the service provisioning and management process work for the Bitnami Community Catalog?

A. Once you have a VCPP Bitnami commit contract active, VMware Cloud Marketplace tile will be enabled under ‘Services available for provisioning’. Selecting open will activate the service and it will be available under ‘Services provisioned for you’.

Q. How can MSPs initiate a support ticket in Cloud Provider Hub to resolve an issue with Bitnami Community Catalog?

A. For product and technical support related to Bitnami Community Catalog, partners can (1) open a support ticket via the Support Center of the Cloud Provider Hub platform or (2) use the chat functionality in the console. For non-technical support, partners can email vcan-operations@vmware.com.

Q. How can MSPs manage the usage consumption for their end customers as an MSP?

A. Usage for Bitnami is not available in Cloud Provider Hub. Hence, no usage for this service can be displayed in the provider organization. In a tenant organization, the service cannot be enabled, so usage is not relevant in a tenant organization. Bitnami commit contract information can be viewed in Cloud Provider Hub, under Usage > Payment Methods.

Service Operations

Q. How do MSPs get started with Bitnami Community Catalog?

A. Refer to the VCPP MSP Operations Handbook and [this](#) documentation.

Q. Can MSPs upgrade an application stack without deleting the virtual machine (i.e., in-place upgrades)?

A. At this time, we support upgrades for Helm Charts but not for OVAs. For more information on upgrading the Bitnami stack, please refer to [this](#) documentation.

Q. How often are applications updated in the catalog, whenever newer versions become available?

A. As soon there is a new version of the application we start the building and testing process. The new version can be typically made available within 72 hours.

Q. If MSPs have an issue with an open-source solution through Bitnami Community Catalog, who is going to support it?

A. Issues related to the service (for example, log-in issues) will be resolved by VMware service teams. Issues related to the open-source solutions themselves will be resolved by the robust and well-established [Bitnami community support](#).

Business Operations

Q. How much does Bitnami Community Catalog cost?

A. Bitnami Community Catalog consists of two tiers: Standard and Premium. The two tiers are separated by where the Bitnami Community Catalog gets deployed: Standard edition is only for VMware end points (VMware vSphere, VMware vCloud Director, and VMware Cloud on AWS) and the Premium edition is for both VMware and non-VMware end points. Please contact our sales team for further pricing information.

	Standard	Premium
Usage cap	1M instance-hours / month	Unlimited
Endpoints	VMware-only (vSphere, vCloud Director, VMware Cloud on AWS)	VMware and non-VMware
Pricing	<i>Contact sales</i>	<i>Contact sales</i>

Q. How do MSPs get billed for Bitnami Community Catalog?

A. Bills are spooled in the Business Portal in monthly arrears for the usage month of the service. The usage month for this service is the usage duration for which the partner is billed.

Q. What is the billing frequency?

A. The billing frequency for Bitnami Community Catalog is monthly and will commence once we have gotten confirmation that the Service Provider has been able to access the Bitnami catalog from the VMware Cloud Marketplace.

Q. What happens if MSPs exceed the 1 million compute-hours included in the Standard tier?

A. MSPs are allowed to “stack” Standard SKUs; that is, if an MSP exceeds the 1 million compute-hours included in a Standard SKU, they can purchase a second Standard SKU to support the additional use.

Q. Which endpoints are supported for the Bitnami Community Catalog?

A. Endpoint enablement for Bitnami Community Catalog depends on the purchased tier. In the Standard tier, VMware endpoints such as VMware Cloud on AWS, VMware vCloud Director and VMware vSphere are supported. In the Premium tier, non-VMware endpoints are [also](#) supported.

Q. What are the reporting requirements for the Bitnami Community Catalog?

A. Once a month, partners need to complete reporting inside the VMware Cloud Provider Program Business Portal. All the service information will be prepopulated with the information that MSPs entered while ordering. This report is used to initiate the monthly billing cycle.

Q. What are the timelines for monthly reporting for the Bitnami Community Catalog?

A. Partners must validate monthly usage in the Business Portal by the 15th day of every month. Records of consumption of MSP cloud services for a given month will be visible on the 10th day of the following month and partners must submit the report by 15th of the following month. For details refer to our Bitnami Community Catalog operations guide.

Q. How can MSPs learn more about Bitnami Community Catalog?

A. MSPs can refer to the VMware Cloud Marketplace documentation [here](#) and [here](#) for more details. They can also refer to our [website](#), the Bitnami [Solution Brief](#) and our [blog](#) that details the workflow for accessing and offering BCC to tenants through three different endpoints.

Q. What security features can be expected with Bitnami Community Catalog?

A. Bitnami has spent years perfecting the business of packaging applications. During this time, we have built the expertise and internal tooling required to automate the process of publishing and maintaining a catalog of applications and development environments. Despite the number of automation tools available today, most ISV and open source applications are still built using manual or ad-hoc processes that can leave you with out-of-date or vulnerable images. Bitnami continuously monitors and updates every application in our catalog including its components and dependencies to ensure our applications and development stacks are always up-to-

date and secure.

Q. How does Bitnami test and validate the open-source applications in the Bitnami Community Catalog?

A. Bitnami certifies all images for every platform before releasing them in the marketplace to ensure the best user experience. The Bitnami certification process includes:

- Verification and application functional tests, and
- Security tests (virus and CVE scanning)

Tests are executed in native environments. For example, VM images (OVAs) are validated in vSphere, vCloud Director, VMware Cloud on AWS; and containers / Helm Charts in different Kubernetes versions (PKS, AKS, EKS and so on).

Tests are continuously improved and updated to optimize for target environments and ensure all assets “just work”. Bitnami runs verification (file system, configuration, processes management, security), functional tests at an application level, and virus & CVE scanning.

Q. Why is it better for MSPs to consume open-source solutions directly from the Bitnami Community Catalog, rather than from other available repositories?

A. Bitnami applications and stacks are pre-configured and ready-to-use immediately on any platform. The Bitnami application catalog delivers the applications you need in the formats you require.

