

AWS Resell Service on VMware Cloud Provider Hub for MSPs

Overview

Q. What's new with AWS Resell for MSPs?

A. AWS Resell for Managed Service Providers (MSPs) allows partners to purchase VMware Cloud on AWS from AWS while transacting VMware XaaS services, like VMware Cloud on AWS and its add-on VMware Site Recovery and vRealize Log Insight Cloud as a free tier, using Cloud Provider Hub.

Q. What is the process for MSPs to get started?

- A. Below is the process for MSPs to get started:
- MSPs identify customers with use cases aligned to VMware Cloud on AWS and wanting to transact with AWS.
 - The MSPs, then work with AWS to transact the opportunity. This requires the MSP to activate a commit contract through AWS.
 - Once the commit contract is activated by AWS, the MSP receives an invitation to onboard to the service.
 - The MSP onboards to the Cloud Provider Hub, creates a provider organization, adds tenants, and enables the service. The process is the same for MSPs that transact via the VMware MSP program.

Q. Do MSPs need to sign any agreement?

A. There is an AWS resell policy that they need to accept while onboarding. The MSP also needs to sign the VMware Partner Connect Agreement.

Q. When MSP transacts with AWS which cross cloud services can they consume at GA?

A. Services supported for VMware MSPs are VMware Cloud on AWS with DRaaS Site Recovery as add-on and

vRealize Log Insight Cloud as a free tier, at GA.

Q. Are the terms of service the same for MSPs?

A. MSP needs to accept an additional policy along with the Terms of Service, to acknowledge that they are buying from AWS, while onboarding to Cloud Provider Hub.

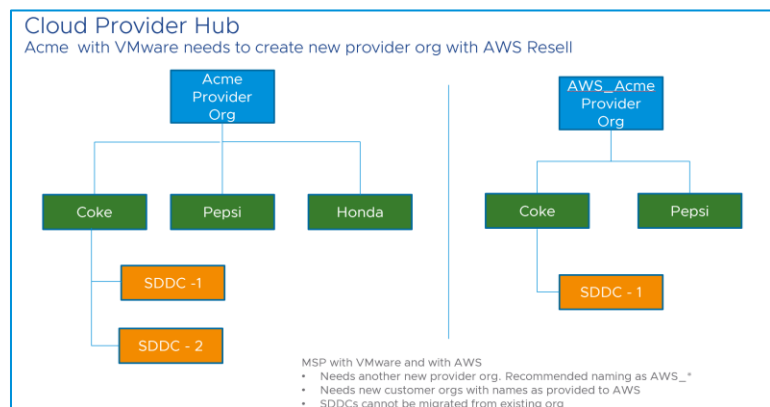
Q. Where can MSPs find the pricing details?

A. MSPs can reach out to AWS to get the pricing details.

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Q. As an MSP with VMware, do they need to create a new provider organization if they already have one?

A. MSPs will need to sign a new VMware cloud commit contract with AWS and on activation, they will receive a provider org onboarding invite. Using this, they can onboard and create another provider org. If they buy from VMware and AWS, they will need two separate provider orgs.



Q. Is the provider org creation process the same as that for other services on Cloud Provider Hub?

A. Yes. The provider org creation process is exactly the same.

directly from AWS but they can view the usage in Cloud Provider Hub.

Q. How is tenant management done?

A. The tenant creation and management is done through Cloud Provider Hub. The process remains exactly the same as when MSPs transact VMware Cloud on AWS via the VMware MSP program. The MSP can continue to leverage Cloud Provider Hub for day to day service and tenant management.

Q. What is the support process for Cloud Provider partners for AWS Resell services?

A. MSPs will be supported by VMware. All service incidents and supporting tickets can be routed via the Cloud Provider Hub where the service is managed.

For product, technical and non-technical support related to AWS Resell services, 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 or (3) Call us. Support ticket is the most preferable method to contact us.

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

A. MSPs can view the usage in Cloud Provider Hub for their end customers.

Release and Operations

Q. What is the GA timeline for AWS Resell on Cloud Provider Hub?

A. On 3 Sep 2020, AWS Resell services will be available on VMware Cloud Provider Hub.

Q. How do MSPs get billed for AWS Resell?

A. The Cloud Provider will not be able to see the monthly billing order in the Commerce Portal. MSPs get billed

