CloudHealth Service on VMware
Cloud Partner Navigator

Introduction & Basics

Q. What is CloudHealth?
A. CloudHealth is a multi-cloud management platform delivered as a Software-as-a-Service. CloudHealth enables end users and partners to analyze, optimize and govern multi-cloud operations from a single pane of glass.

Q. How can I leverage CloudHealth as an MSP offering?
A. CloudHealth solves for many common cloud management challenges such as limited visibility, growing cloud bills, and governance, as your own and your customers’ infrastructure scales.

Q. How does CloudHealth add value to Partners?
A. A platform for management, operations, and service delivery, the CloudHealth Partner Platform provides a centralized console to simplify customer management and streamline billing to deliver value added services.

Q. What is CloudHealth Partner Customer Success Service (CSS)?
A. The CloudHealth Partner Customer Success Service provides clients a deep and comprehensive 120-day onboarding process and continued services, on an ongoing basis throughout the partner lifecycle, to ensure the client is successful and receives maximum value and adoption from the CloudHealth platform. Clients will receive support with onboarding, training, tech support, best practices guidance and ongoing engagement. Refer to the CSS Solution Brief for more details.

Q. What are the client responsibilities as part of the Customer Success Service?
A. The client is responsible for the following:
- Designating roles on their team for an Executive Sponsor, a Program Lead and a Technical contact
- Setting up client’s customer cloud environments and configure, maintain, and use the CloudHealth platform
- Coordinating the scheduling and participation of training
- Participating in the Executive Business Reviews

Q. What are the main service deliverables for the Customer Success Service?
A. CloudHealth will provide the following deliverables:
- Kick-off meeting presentation
• Executive Business Review presentations
• Product Roadmap presentations

Q. How much do CloudHealth and CloudHealth Customer Success Service cost?

CloudHealth on VMware Cloud Partner Navigator

Q. Will CloudHealth be available as a service offering on VMware Cloud Partner Navigator?
A. Yes. With CloudHealth available on Navigator, partners can deploy, transact and provision CloudHealth to their end customers.

Q. How do we onboard the service tile for CloudHealth on VMware Cloud Partner Navigator?
A. Review the demo video and MSP Operations Guide.

Q. Is the provider org creation process same as that for other services on Navigator?
A. Yes. The provider org creation process is exactly the same. Please review the detailed demo on “Creation of Provider Org” on our website that contains all Navigator* resources here. *Videos still based on Cloud Provider Hub.

Q. How is tenant management done for CloudHealth?
A. Tenant onboarding process can be viewed and managed via the CloudHealth platform. For step by step instructions, refer to the CloudHealth Help Center. (requires platform login).

Q. What is the GA timeline for CloudHealth on Cloud Partner Navigator?
A. On June 23rd 2019, CloudHealth will be available as a service offering on VMware Cloud Partner Navigator.

Q. How do I get billed for CloudHealth?
A. Partners who have MSP commit contracts must validate their usage in the corresponding Monthly Billing Order in the Commerce Portal by the 10th day of every month and submit the report to the Aggregator by the 15th. Refer to the MSP CloudHealth Operations Handbook for details. You can refer to this blog or this documentation to learn more about the Commerce Portal.

Q. How do MSPs get started with CloudHealth?
A. Refer to the MSP CloudHealth webpage, Operations Handbook, solution brief.