

CloudHealth Service on VMware Cloud Provider Hub

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 activities are offered as part of the Customer Success Service?

A. The following activities are offered as part of the Customer Success Service:

- Designating a Technical Account Manager (TAM) for the client through the term of the contract
- Scheduling and leading discussions around key onboarding milestones
- Providing Partner learning path training for up to six users annually
- Up to 30 hours of TAM consulting with the Client to either aid in the onboarding and configuration of the platform, or to aid in the ongoing usage and adoption of the platform.
- Conducting an Executive Business Review (EBR) at a minimum of once per year, to focus on CloudHealth adoption and value realization.
- Scheduling check-in calls with the TAM at a minimum of once per quarter
- Providing client ongoing technical support for unlimited client contacts via email and web ticket submission
- Providing access to new features still in preview or private beta, based on eligibility
- Sharing roadmap presentations from Product Management team upon request

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?

A. The pricing for CloudHealth and CloudHealth Customer Success Service is available in the [Pricing Handbook](#).

CloudHealth on VMware Cloud Provider Hub

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

A. Yes. With CloudHealth available on Hub, partners can deploy, transact and provision CloudHealth to their end customers.

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

A. Review the demo [video](#) and MSP Operations [Guide](#).

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

A. Yes. The master org creation process is exactly the same. Please review the detailed demo on “Creation of Master Org” on our website that contains all Hub resources [here](#).

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 support process for Cloud Provider Partners for CloudHealth Service?

A. For CloudHealth support, Partners can open a ticket via the CloudHealth platform or by emailing support@cloudhealthtech.com. MSP Partners can also choose to purchase customer success services.

Q. How can I manage the usage consumption for my end customers as an MSP?

A. Usage chargeback for your tenants can be viewed and managed via the CloudHealth platform. For further details on this functionality, refer to the CloudHealth [Help Center](#). (requires platform login).

Release and Operations

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

A. On June 23rd 2019, CloudHealth will be available as a service offering on VMware Cloud Provider Hub.

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 8th 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](#).

