vRealize Automation Cloud on VMware Cloud Provider Hub

Introduction & Basics

Q. What is vRealize Automation Cloud (vRA Cloud)?
A. vRA Cloud is a single offering that comprises of three modules: Cloud Assembly, Service Broker and Code Stream. Service Broker is the consumption and governance interface. It's a self-service portal for end users, with project-based policies to manage resource access and utilization centrally. Cloud Assembly is VMware's author: Connect cloud accounts to assemble cloud agnostic or cloud specific blueprints in a declarative infrastructure as code editor or a drag and drop Graphical Interface. Code Stream is the Application and infrastructure Release Pipeline.

Q. How can I leverage vRA Cloud as an MSP offering?
A. vRA Cloud solves for many common cloud management challenges such as limited visibility, increased spend, inefficient or over provisioning, security and compliance, performance inconsistencies, and diversity and scale. MSPs can differentiate their business with the vRA Cloud offering. Read our Program Handbook to learn more about joining the MSP Program.

Q. How does vRA Cloud add value to Partners?
A. Big enterprises are heterogenous and different teams use different tools. The skills and knowledge required to manage each 'toolset silo' is very different. Complexity increases exponentially, the cloud bill skyrockets and the company finds itself exposed to security and operational risks. With vRA Cloud, partners can provide customers with a cloud agnostic catalog, where complexities are handled by the app.

vRA Cloud on VMware Cloud Provider Hub

Q. Will vRA Cloud be available as a service offering on VMware Cloud Provider Hub?
A. Yes. With vRA Cloud available on Cloud Provider Hub, VCPP partners can deploy, transact and provision vRA Cloud to their end customers.

Q. How do we onboard the service tile for vRA Cloud on VMware Cloud Provider Hub?
A. Before onboarding, MSPs must have at least one active commit contract in the Business Portal for an available service, a valid VMware ID associated with an active commit contract and the master org invitation email. For details, refer to our vRA Cloud operations guide.

Q. Is the Master org creation process same as that of other services on Hub?
A. Yes. The master org creation process is the same as that of any other service. Please review the detailed demo on 'Creation of Master Org' on our website that contains all of the Hub resources, here.

Q. How does the tenant creation process work for vRA Cloud?
A. Before MSPs can start provisioning and managing services for their customers, they must first create a tenant organization for them. They must have a valid VMware ID account for the email used to create the commit contract, an on-boarded master org, and a valid VMware ID for the tenant admin. For step by step instructions on creating a tenant organization, partners can refer to our vRA Cloud operations handbook.

Q. How does the service provisioning and management process work for vRA Cloud?
A. Once MSPs have added a tenant organization, they can start provisioning and managing its services. The tenant management process is the same as that of other services. Please ensure that the Cloud Assembly service tile is provisioned when attempting to use vRA Cloud services, as billing and usage is linked to that service component.

Q. What is the support process for Cloud Provider Partners for vRA Cloud?

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A. For vRA Cloud product and technical support, partners can either open a support ticket via the Support Center of the Cloud Provider Hub platform or use the chat functionality in the console. For non-technical support, partners can email vcan-operations@vmware.com.

Q. How can I manage the usage consumption for my end customers as an MSP?
A. Usage chargeback for tenants can be viewed and managed via the Cloud Provider Hub platform. For further details on this functionality, read this blog.

Release and Operations

Q. How do I get billed for vRA Cloud?
A. vRealize Automation Cloud bills are spooled in the Business Portal in monthly arrears. Cost is based on the number of public cloud compute instances or VMs under management across all Cloud Assembly endpoints for a month. Service Broker and Code Stream are treated as free services, and do not actively accrue cost based on usage. For details access our vRA Cloud Operations Guide.

Q. Can I request a trial version of vRA Cloud?
A. Yes, you may also choose to request a trial instance of vRealize Automation Cloud through the Cloud Services Platform (CSP) console, valid for a fixed period of time. Please note that any activities performed on the trial instance will not be carried over to Cloud Provider Hub, if partners choose to sign a commit contract to offer the service as an MSP.

Q. Can the MSP control the level of access that the tenants receive?
A. Yes, all tenant users in Cloud Provider Hub hold a role within their organization which defines the range of activities they can perform within it. A tenant in a tenant organization can have one of the following roles: Tenant administrator, tenant user, and tenant billing user. For details, refer to our operations guide.

Q. How can MSPs learn more about vRA Cloud and the different modules?
A. Refer to the vRA Cloud service FAQ with details of the service and the modules.

Q. What are the reporting requirements for vRA Cloud?
A. Once a month, partners need to complete end user reporting inside the VMware Cloud Provider Program Business Portal. All the service information will be prepopulated with the information that they entered during ordering. This report is used to initiate the monthly billing cycle.

Q. What are the timelines for monthly reporting?
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 validate their usage by the 15th day of that month.

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