

# VMware vRealize Network Insight Cloud



## Overview questions

### Q. What has been announced?

A. VMware has announced the General Availability of vRealize Network Insight Cloud. It will be available through Cloud Provider Hub from August 6, 2020.

### Q. What is VMware vRealize Network Insight Cloud?

A. VMware vRealize Network Insight Cloud provides network visibility and analytics to accelerate application discovery, minimize risk during application migration, optimize network performance and confidently manage and scale hybrid cloud, multi-cloud, NSX, VMware SD-WAN by VeloCloud, and Kubernetes deployments.

### Q. How can partners leverage vRealize Network Insight Cloud as an MSP offering?

A. Partners can leverage the benefits of vRealize Network Insight Cloud to provide their tenants with SaaS visibility across their infrastructure for either VMware SD-WAN or Data Center or both. Partners are encouraged to provide both services to their tenants.

### Q. How does vRealize Network Insight Cloud add value to partners?

A. APIs are available where partners can create value-added capabilities. The service also allows availability for end-to-end visibility across both SD-WAN and Data Center with the same UX for easy training and on-ramp.

### Q. Is the vRealize Network Insight Cloud service exactly the same as the on-premises vRealize Network Insight product?

A. The vRealize Network Insight Cloud service has the same functionality as the vRealize Network Insight Enterprise edition for on-premises. They both have the ability to also monitor VMware SD-WAN with the vRealize Network Insight SD-WAN SKU.

### Q. What are the main use cases for VMware vRealize Network Insight Cloud?

#### A. vRealize Network Insight Cloud for SD-WAN Use Cases:

- **Monetize Network, Site, Security and Application Analysis**
  - Offer periodic network and security analysis
  - Reduce time to resolution and monetize improved SLA offers
  - Grow your business by offering site and application analysis to customers
- **Reduce OpEx and CapEx costs for SD-WAN**
  - Manage network and security across private clouds, public clouds, and SD-WAN with ease
  - Quickly identify tenant issues with path visibility, and hotspot detection
  - Manage growth through capacity planning and the effect of adds, moves, and changes

#### vRealize Network Insight Cloud for Data Center Use Cases:

- **Monetize Network, Site, Security and Application Analysis**
  - Offer periodic network, security, site, and application analysis
  - Monetize security policy, planning and ensure compliance for tenant's regulatory needs
  - [Forrester Research](#) measured a [477% ROI](#) three-year financial impact in a recent study
- **Reduce OpEx and CapEx costs for Data Center**
  - Manage and scale NSX deployments for tenants
  - Accelerate network flow analysis for physical, virtual, and third-party infrastructure
  - Speed up application deployment by using machine learning for application discovery and migration

**Q. Who supports the service?**

A. 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 vRealize Network Insight Cloud, 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.

For contract, usage, billing, additional license order related support, partners can raise a ticket within the commerce portal.

**Q. Where are the vRealize Network Insight Cloud for Cloud Provider Hub geographic location?**

A. Today, the instance is in US West.

**Q. What ports and protocols does vRealize Network Insight Cloud use?**

A. See the full list of ports and protocols used in vRealize Network Insight Cloud [here](#).

**Commercial questions****Q. How will partners get billed for consumption of the service?**

A. Partners who have MSP commit contracts must validate 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 15<sup>th</sup>, who will invoice the cloud provider.

**Q. How much does VMware vRealize Network Insight Cloud service cost?**

A. VMware vRealize Network Insight Cloud service is provided under a commit contract which the cloud provider must sign with a VMware Aggregator. The commit contract covers a currency cash commit which is discounted the more you commit to and longer the term. Or a cloud provider can use their existing rental point level to discount the MSRP and then apply a term for further discount. Specific pricing is available for VMware vRealize Network Insight Cloud service

in the [pricing handbook](#) available on Partner Connect or from your Aggregator.

**Q. Who can buy VMware vRealize Network Insight Cloud service?**

A. Only VMware cloud providers who have signed up for the MSP agreement can purchase VMware vRealize Network Insight Cloud service.

**Q. Does VMware provide leads or sales incentives to cloud providers?**

A. No, VMware does not provide leads or sales incentives to cloud providers. Cloud providers are expected to generate their own pipeline and market their own services on the platform.

**Capabilities****Q. What capabilities are available for General Availability?**

A. All the features from vRealize Network Insight Cloud will be available. Get details [here](#).

**vRealize Network Insight Cloud on Cloud Provider Hub****MSP and Cloud Provider Hub Platform****Q: How can cloud providers transact with vRealize Network Insight Cloud?**

A: VMware cloud providers must use the Managed Service Provider (MSP) lifecycle to transact with the service:

- **Commit Contract** – Partner signs a VMware vRealize Network Insight Cloud Managed Service Provider commit contract with a VMware Aggregator. Partner then commits to VMware an MSRP (list price) spend to obtain a volume discount for their purchases.
- **Cloud provider builds Pipeline** – Partner initiates go to market activities and starts building their business for Managed Services.
- **Deliver Managed Services and Own the Terms of Service** – Once the opportunity has been identified, partners can order vRealize Network Insight Cloud from VMware and provide Managed Services as part of the offering to their customers. Partners must provide their own terms of service and managed services. At a minimum this must include technical support for the service and all functions

associated with service configuration, add-ons, renewals and anything pertaining to billing.

- **On-Board and Provide Support to their Customers –** Partner will on-board vRealize Network Insight Cloud for their customers. Subsequently, they may obtain technical support from VMware as needed, with the following [provisions](#). In turn, partners are responsible for all customer support, which may include, but may not be limited to customer communication, any managed services, answering installation, configuration and usage questions.
- **Complete Monthly End Customer Reports and Pay Invoices –** The partner will log into the Commerce Portal and review the prior month's usage. They can view their monthly billing orders (MBOs) in the Monthly Reporting menu. Partner will review the report and submit it to their Aggregator. Following that, the Aggregator will send the partner an invoice for the month.

**Q. How do we onboard the service tile for vRealize Network Insight Cloud on VMware Cloud Provider Hub?**

A. Before onboarding, MSPs must have at least one active commit contract in the Commerce Portal for an available service, a valid VMware ID associated with an active commit contract and the master org invitation email. They can work with an Aggregator to sign a commit contract for vRealize Network Insight Cloud, which will be set up in the VMware Commerce Portal. Once the commit contract becomes active in the commerce portal, the partner will receive an on-boarding invitation email and a corresponding tile is made available under 'Services Available for provisioning' on Cloud Provider Hub. Selecting open on the tile will activate the service and it will be available under 'Services provisioned for you'. For details, refer to the '[How to get started](#)' guide for vRealize Network Insight Cloud and the [Cloud Provider Hub](#) documentation guide.

**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 vRealize Network Insight Cloud. If they have already onboarded to the master organization using another MSP commit contract, when the MSP vRealize Network Insight Cloud commit contract becomes active in the commerce portal, it will be available under 'Services available for provisioning'. Please review the detailed demo on 'Creation of Master Org' on our website that

contains all of the Hub resources, [here](#) or the online documentation [here](#).

**Q. How does the tenant creation and management process work for vRealize Network Insight 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 the online documentation [here](#).

**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.

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

A. Bills are spooled in the VMware Cloud Provider Commerce Portal in monthly arrears and vRealize Network Insight Cloud commit contract usage information can be viewed in the Commerce Portal > Monthly Reporting > Select filters from displayed Monthly billing orders (MBOs) > View Details > Provide PO number > Submit/ Download.

Partner can also opt-in for automatic reporting through vCloud Usage Insight, in which case, the usage data from production Usage Meter instances is pre-populated in the report. If the usage reported by the Usage Meter instances is inaccurate, partners can open a support request from the Support menu. Usage chargeback for tenants can also be viewed and managed via the Cloud Provider Hub platform. For further details on this functionality, read this [blog](#).

## Business Operations

**Q. How do MSPs get started with vRealize Network Insight Cloud?**

A. Refer to the MSP [Operations Handbook](#), the vRealize Network Insight Cloud [solution brief](#), or the [Getting started](#) with Cloud Provider Hub or [Using](#) Cloud Provider Hub

documentation. MSPs can also refer to the resources on our [website](#), and access the [Partner Connect page](#), [product page](#), [product page for SaaS](#), [documentation page](#) (both the on-premises and the SaaS share the same documentation).

**Q. What is the billing frequency?**

A. The billing frequency for vRealize Network Insight Cloud is monthly.

**Q. What are the reporting requirements for vRealize Network Insight Cloud?**

A. Once a month, partners need to complete reporting inside the VMware Commerce Portal. All the service information will be pre-populated with the information that MSPs entered while ordering. This report is used to initiate the monthly billing cycle. You can refer to [this](#) blog or [this](#) documentation to learn more about the commerce portal. Partners can opt for automatic reporting through vCloud Usage Insight within the commerce portal.

**Q. What are the timelines for monthly reporting for vRealize Network Insight Cloud?**

A. Partners who have MSP commit contracts must validate usage in the corresponding Monthly Billing Order on the Commerce Portal by the 8th day of every month and submit the report to the Aggregator by the 15th.

**Q. How can I demo vRealize Network Insight Cloud?**

A. Leverage the [Hands on Labs](#) (HOL) environment.

