

VMware vRealize Operations Cloud



Overview questions

Q. What has been announced?

A. VMware has announced the General Availability of VMware vRealize Operations Cloud. This will be available through Cloud Provider Hub from 6 Aug 2020.

Q. What is vRealize Operations Cloud?

A. VMware vRealize Operations Cloud is a unified management platform, powered by AI to optimize, plan and scale hybrid and multi-cloud deployments, from applications to infrastructure. The service includes the same market-leading capabilities as vRealize Operations on-premises, **beginning with the v8.1 release**. For more details, please refer to the [Solution Brief](#).

Q. How can I leverage vRealize Operations Cloud features as an MSP offering?

A. vRealize Operations Cloud has feature parity with vRealize Operations, delivering self-driving operations such as continuous performance optimization, efficient capacity, cost management, intelligent remediation, and integrated compliance. MSPs can differentiate their business with the vRealize Operations Cloud service. Read our MSP End-to-End Getting Started Guide to learn more about [joining the MSP Program](#).

Q. How does vRealize Operations Cloud add value to partners?

A. Purpose-built for the cloud, vRealize Operations Cloud-as-a-Service increases operational agility to quickly automate business needs with limited IT staff, enable IT modernization which lifts and shifts maintenance to a cloud provider, accelerate innovation by reducing the time between software update cycles, and help with digital transformation to increase responsiveness and scalability, to meet customer needs.

Q. What clouds does vRealize Operations Cloud support?

A. vRealize Operations Cloud supports VMware Cloud on AWS, Amazon Web Services (AWS), Google Cloud Platform, Microsoft Azure and vSphere-based on-premises private clouds.

Q. What does self-driving operations and management mean for my datacenter?

A. Self-driving operations is a simple, yet powerful strategy for automating and simplifying operations management that incorporates Artificial Intelligence (AI) and Machine Learning (ML) to help your IT team be more proactive and agile. As your data center grows in scale and complexity, your team can confidently work hands-off and hassle free. Unlike traditional tools, AI/ML-driven operations management provides:

- o Comprehensive data and policy-based control, across your entire infrastructure, wherever you choose to run workloads
- o A way to optimize observable conditions against business key performance indicators (KPIs)
- o Proactive, real time, and reliable optimization, remediation, and compliance leveraging advanced analytics with AI/ML intelligence.

Q. How does vRealize Operations Cloud protect customer data?

A. To learn more about how vRealize Operations Cloud protects customer data, download the VMware Cloud Management Services self-assessment [here](#).

Q. What is the vRealize Operations Cloud security and encryption for data in transit?

A. vRealize Operations Cloud uses TLS for encrypting data in transit and AWS Key Management system for data at rest.

Q. What are the main use cases for VMware vRealize Operations Cloud?

A. Optimize OpEx and CapEx:

- o Optimize cloud infrastructure to increase efficiencies and deliver SLAs. Pay only for what you use.
- o Realize full stack observability and troubleshooting with application-aware operations.
- o [Forrester research](#) has shown a 303% ROI with less than 3 months payback period.

Accelerate Top-Line Growth:

- Provide value-added services by feature, application, or cloud.
- Expand professional and managed services by monetizing management across capacity, performance, compliance, troubleshooting, and more.
- Monetize compliance-as-a-service with out-of-the-box and custom compliance templates.

Enhance Customer Experience:

- Give end customers access to dashboards across VMware SDDC and multi-cloud.
- Get faster time-to-market with provider managed Day 0 setup, upgrade and first line of support.
- Offer improved support experience and intelligent troubleshooting to your customers.

Q. Where are the vRealize Operations Cloud geographic locations?

A. These are available in the US West at GA.

Q. How can I demo vRealize Operations Cloud?

A. Request a trial [here](#) and see what's new with vRealize Operations Cloud [Hands on Labs](#) (HOL) environment.

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 Operations 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. What is the data retention after discontinuing with the vRealize Operations Cloud service?

A. Your data in the vRealize Operations Cloud console is completely deleted 90 days after the trial expires, or after you

cancel your trial. During those 90 days, vRealize Operations Cloud does not collect any new data. You can buy a subscription any time before the end of those 90 days.

VMware can provide you with a report showing you that the data is deleted from your vRealize Operations Cloud service. You can use [this](#) report for regulatory auditing.

Commercial questions

Q. Who can buy VMware vRealize Operations Cloud service?

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

Q. How much does VMware vRealize Operations Cloud service cost?

A. VMware vRealize Operations 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 Operations Cloud service in the [pricing handbook](#) available on Partner Central or from your Aggregator.

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.

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 15th, who will invoice the cloud provider.

[vRealize Operations on Cloud Provider Hub](#)

[MSP and Cloud Provider Hub Platform](#)

Q. Will vRealize Operations Cloud be available as a service on the VMware Cloud Provider Hub?

A. Yes, with vRealize Operations Cloud available on Cloud Provider Hub, partners can deploy, transact and provision vRealize Operations Cloud instances to their end customers.

Q: How can cloud providers transact with vRealize Operations 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 Operations 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 Operations Cloud service 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 Operations Cloud service 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 will the partner onboard the service tile for vRealize Operations 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 Operations 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 vRealize Operations Cloud [‘How to get started’](#) guide 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 Operations Cloud. If they have already onboarded to the master organization using another MSP commit contract, when the MSP vRealize Operations Cloud service 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 Operations Cloud service?

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 Operations 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. Partner can also view the consumed service usage of their tenant organization from the usage menu of the Cloud Provider Hub tenant portal. For further details on this functionality, read [this](#) documentation or this [blog](#).

Business Operations

Q. How do MSPs get started with vRealize Operations Cloud service?

A. Refer to the MSP [Operations Handbook](#), the vRealize Operations 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](#), access the Partner Connect [page](#), product page for [SaaS](#).

Q. What is the billing frequency?

A. The billing frequency for vRealize Operations Cloud service is monthly.

Q. What are the reporting requirements for vRealize Operations 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 Operations Cloud service?

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.

