

VMware Cloud Partner Navigator

The unified platform for partners to expand their business with simplified delivery of multi-cloud services

Q. What is VMware Cloud Partner Navigator?

A. VMware Cloud Partner Navigator is a unified platform for Cloud Providers and MSP partners to expand their business with simplified delivery of multi-cloud services.

Q. Why is this needed?

A. The multi-cloud transformation to hybrid, public or private clouds is creating a cloud sprawl that necessitates the need for a unified multi-cloud service delivery platform that offers a unified experience across business operations and cloud operations. VMware Cloud Partner Navigator is being uniquely designed to manage mixed-asset models across various cloud endpoints to deliver this unified experience.

Cloud Partner Navigator will be focusing on solving top 3 Cloud Provider challenges:

- Expensive and complex cloud operations
- Cumbersome business/back office operations that slow growth
- Fragmented customer experience

Q. What is driving the need for a unified experience?

A. Today, there is a lot of management complexity and operational overhead for providers, as they have to manage customer's workloads on each cloud separately. There is a need for a unified view of workloads – aggregated / filtered by customer, across all VMware-based clouds. Providers want to deliver a “unified self-service cloud experience” to their customers for all VMware-based Clouds.

Q. What are some examples of cloud provider Business Operation pain points?

A. Partners want to simplify customer and business operations across clouds with common contract management, customer usage, provider billing and support.

Q. What are cloud provider pain points in cloud operations?

A. Partners want to leverage standard tooling vs. investing in custom tools. They also want to integrate with their existing systems using APIs. In addition, there is a shortage of skills across the different clouds and hiring/training staff is challenging.

Q. What can a cloud provider do with VMware Cloud Partner Navigator?

A. Partners can deliver multi-cloud services such as migration, backup, recovery, security, hybridity, multi-tenant IaaS, containers application templates, etc., on any VMware-based cloud end point. Navigator will help unify experience across granular end customer usage, contract management & onboarding, metering & billing, end to end customer lifecycle management and simplified support.

Navigator helps with:

- Multi-Cloud Service delivery
- Multi-tenant IaaS delivery
- Unified cloud and business operations
- Faster time to revenue and expanded customer reach
- Modern and customized customer experience

Q. Will partners be charged for using VMware Cloud Partner Navigator?

A. No, the core Navigator platform will remain free, just like Cloud Provider Hub has been. The connected services accessed from Navigator will have a charge as normal. Please refer to the MSP handbook for the pricing of these services. Some future advanced features of Navigator may come with an additional charge.

Q. What is the business value of VMware Cloud Partner Navigator?

A. A key motivation in building Navigator was to help partners quickly and easily monetize the portfolio of VMware cloud services, which covers VMware Cloud on AWS, a growing set of VMware-based public cloud solutions (Azure, Google, Oracle, ...), and VMware's expanding XaaS offerings.

Navigator is being designed to enable VMware partners to bring the entirety of their – and their customers' – VMware estate under a single management umbrella, providing consistency in infrastructure management across their cloud service offerings. This unification provides some core benefits to the partner:

- Simplified multi-cloud operations with flexible workload placement
- Accelerated business agility and faster time-to-revenue

- Enhanced customer experience with self-service capabilities

Q. What are some of the pain points Navigator will be addressing?

A. Navigator will be a solution for:

- Expensive and complex cloud operations, requiring custom tooling and integration with no unified view across clouds
- Cloud Silos: Workload placement limited to specific clouds with challenges to quickly place and move
- Training: Investments in repetitive training across different tools, clouds and processes
- Disjointed business/backoffice operations that slow growth
- Disparate and inconsistent billing, contract and onboarding processes
- No end-to-end lifecycle management
- Inefficient support processes impact satisfaction and achieving SLAs
- Fragmented customer experience
- Complex and inconsistent experience with different identities across clouds
- Lack of self-service capabilities slowing customer success
- Confusion between different cloud tools and portals
- No unified view limits ability to optimize utilization and cloud spend

VMware Cloud Partner Navigator Scope

Q. How will VMware Cloud Partner Navigator be consumed/delivered?

A. VMware Cloud Partner Navigator is a service delivery platform to support consistent operations across 'asset light' and 'asset heavy' cloud end points. Like Cloud Provider Hub, Navigator will be a SaaS platform available through a web portal and an API. Navigator will then link to VMware Cloud Director services for infrastructure management and to the VMware Cloud Services (XaaS offerings) for service delivery.

Q. Which cloud endpoints will Navigator be supporting?

A. Navigator will be supporting VMware-based Cloud Provider clouds (VCD) and VMC on AWS (single and multi-tenant).

Additional cloud endpoints are be planned for the future.

Q. What services can be delivered through Navigator?

A. In addition to new services, all the services currently available to Cloud Providers through Cloud Provider Hub such as VMC on AWS, Cloud Director Service, CloudHealth, VMware Marketplace, and vRealize Operations Cloud will be available through Navigator.

Cloud Partner Navigator Launch Plan

Q. When will VMware Cloud Partner Navigator be available?

A. Navigator is planned to be available in Q4, as an upgrade to the currently available Cloud Provider Hub.

Q. What is the transition plan for partners currently using Cloud Provider Hub?

A. Starting on **November 9, 2020**, users accessing the existing Cloud Provider Hub URL will automatically be redirected to a new Navigator URL in preparation of our next phase.

The URL update will be the only visible change as you will still be served your same, unchanged Cloud Provider Hub environment. Over the next four weeks, a limited set of partners will be invited to upgrade to the new Cloud Partner Navigator user interface and capabilities.

Phase II – Go Live: In mid-December, all partners can opt-in to the new Cloud Partner Navigator UI and functionality. The upgrade is optional, and you will be able to revert to the classic Cloud Provider Hub interface if needed for a limited time.

Phase III – Complete Migration: A few months after Go Live, all partners who have not switched over will be automatically migrated to the new Cloud Partner Navigator platform.

At this time, we also expect vCloud Usage Insight capabilities to be migrated to and integrated with Navigator.

Q. Who can I contact for support?

A. The support process remains unchanged, so please follow the same process of filing a Support Request (SR). If you have non-support questions or feedback, you can contact the core Cloud Partner Navigator team via navigator@vmware.com.