

Bitnami on Marketplace via Cloud Partner Navigator

Introduction

Q. What is Bitnami on Marketplace?

A. Bitnami on Marketplace is a collection of applications that enables cloud partners in the VMware Partner Connect Program to offer validated open-source applications to their tenants at scale and with ease. Bitnami is a leader in application packaging solutions providing the largest catalog of click-to-deploy applications and development stacks for every major cloud environment.

Q. How can partners best leverage the Bitnami catalog?

A. Bitnami offers a range of applications that can be easily discovered and deployed, supporting a wide variety of use cases. Partners can differentiate their business by utilizing the Bitnami applications to attract new workloads, new developer personas, and drive increased consumption of their IaaS resources and additional services. Read our [Partner Connect Program Guide](#) to learn more about becoming a partner.

Q. How does Bitnami add value to cloud providers?

A. Cloud providers can now offer any application in the Bitnami catalog on their managed clouds, on-prem, hosted private and public clouds. With the addition of the Bitnami apps into VMware Marketplace and integration with VMware Cloud Director and Cloud Partner Navigator, all the applications and components in the Bitnami application catalog are now available for cloud providers to offer to their customers. Further, with Tanzu cloud providers can also offer managed container services. Enterprises can BYOA (Bring Your Own Application) or build their applications from the open source and micro-services on offer from Bitnami and deploy them as containers across multi-clouds in cloud provider environments.

With Bitnami applications integrated into the Cloud Provider Platform (via VMware Marketplace), cloud providers are now able to move beyond IaaS and offer managed application services. With applications and components available as virtual machines and container images, cloud providers offer the flexibility of deploying

Bitnami applications as VMs or containers to suit the digital transformation needs of enterprises.

Q: What is the Managed Services opportunity for service providers?

A: Cloud partners leveraging the MSP and Core Subscription route to market can leverage Bitnami content to offer managed application services such as Bitnami Wordpress + Managed MySQL (Microsoft Azure Example). Partners can provide functional application level services on top of Bitnami. Further, with VMware Tanzu, service providers can also offer managed Kubernetes as a service.

Q. How does Bitnami source the content for the Bitnami catalog?

A. Through proprietary automation, we monitor all upstream OSS projects that are a part of the Bitnami catalog. If an upstream change in code happens, it triggers a new packaging process and a new version of that software is packaged, tested, and published.

Q: Where is the Bitnami catalog hosted?

A: Bitnami applications (like all others in Marketplace) are 'hosted' by the cloud partner. They are published in the VMware Marketplace and then downloaded into the cloud partner's environment.

Bitnami on VMware Cloud Partner Navigator

Q. Will Bitnami be available as a service offering on VMware Cloud Partner Navigator?

A. Yes. Bitnami is made available through VMware Marketplace on Cloud Partner Navigator. Cloud partners can use Cloud Director and App Launchpad to curate marketplace content (including Bitnami apps) for their end customers.

Q. What is the process for partners with and without an existing provider org to access Marketplace/ Bitnami through Cloud Partner Navigator?

A. Partners with an existing organization will be able to consume VMware Marketplace and Bitnami by default. Below is the process for partners without an existing org to access Marketplace/ Bitnami:

- Reach out to your sales representative to request an organization in Cloud Partner Navigator.
- The Cloud Partner Navigator team will validate your PRM ID & org presence and generate an onboarding email
- You will receive the onboarding email and will be able to access the Marketplace/ Bitnami tile in Cloud Partner Navigator.

Q. How do we onboard the service tile for VMware Marketplace on VMware Cloud Partner Navigator?

A. When the VMware Marketplace is enabled in Cloud Partner Navigator, selecting open on the tile will activate the marketplace service and it will be available under 'Services provisioned for you'.

Q. Is the Provider org creation process same as that of other services on Cloud Partner Navigator?

A. Yes, partners can follow the same process for creating a Provider Org for VMware Marketplace. If they have already onboarded to the provider organization using another MSP commit contract the VMware Cloud Marketplace tile will be available under 'Services available for provisioning'.

Q. How does the tenant management process work for the Marketplace/ Bitnami?

A. Tenant creation and management is not required in Cloud Partner Navigator for Marketplace/ Bitnami since the service is managed at the provider level. If you create a tenant organization and enable VMware Cloud Marketplace service for that tenant, the tile will get enabled, but no operation can be performed on this tile.

Q. How can partners initiate a support ticket in Cloud Partner Navigator to resolve an issue with Bitnami?

A. For product and technical support related to Bitnami, partners can (1) open a support ticket via the Support Center of the Cloud Partner Navigator platform or (2) use the chat functionality in the console. For non-

technical support, partners can open a ticket in the VMware Commerce portal.

Q. How can MSPs manage the usage consumption for their end customers as an MSP?

A. Usage for Bitnami applications is not available in Cloud Partner Navigator. Hence, no usage for this service can be displayed in the provider organization. In a tenant organization, the service cannot be enabled, so usage is not relevant in a tenant organization.

Service Operations

Q. How do partners get started with Bitnami?

A. You can refer to the [Partner Connect Program Guide](#), Cloud Partner Navigator [solutions page](#) or the VMware Marketplace [page](#). Also refer to the [Operations Handbook](#) and [this](#) documentation to get started.

Q. Can applications be updated without deleting the virtual machine (i.e., in-place upgrades)?

A. At this time, we support upgrades for Helm Charts but not for OVAs. For more information on upgrading the Bitnami stack, please refer to [this](#) documentation.

Q. How often are applications updated in the catalog, whenever newer versions become available?

A. As soon there is a new version of the application available we start the building and testing process. We are monitoring, packaging, testing and publishing on a continuous basis. The cloud provider can update to versions on whatever schedule they choose. The new version is typically made available within 72 hours, but is also dependent on upstream entities that are outside of our control.

Q: Can all 180+ apps and components be leveraged by vRA/ vRA Cloud to create application blueprints?

A: Yes. 180+ apps and components are made available as OVAs which are tested and validated on vRA and vRA Cloud. We do not provide Blueprints in conjunction with Bitnami, but Bitnami OVAs can be used in Blueprints.

Q. If there's an issue with a Bitnami application, who is going to support it?

A. Issues related to accessing the VMware Marketplace (for example, log-in issues) will be resolved by VMware service teams. Issues related to the functioning of the open-source solutions themselves will be resolved by the robust and well-established [Bitnami community support](#).

Business Operations

Q. How much does Bitnami cost?

A. Bitnami is now available free of cost through the VMware Marketplace.

Q. Which endpoints are supported for Bitnami?

A. VMware endpoints such as VMware Cloud on AWS, VMware Cloud Director and VMware vSphere are supported.

Q. How can partners learn more about Bitnami?

A. Partners can refer to the VMware Marketplace documentation [here](#) for more details. They can also refer to our [website](#), the Bitnami [Solution Brief](#) and our [blog](#) that details the workflow for accessing and offering Bitnami to tenants through three different endpoints.

Q. What security features can be expected with Bitnami?

A. Bitnami has spent years perfecting the business of packaging applications. During this time, we have built the expertise and internal tooling required to automate the process of publishing and maintaining a catalog of applications and development environments. Despite the number of automation tools available today, most ISV and open source applications are still built using manual or ad-hoc processes that can leave you with out-of-date or vulnerable images. Bitnami continuously monitors and updates every application in our catalog including its components and dependencies to ensure our applications and development stacks are always up-to-date and secure.

Q. How does Bitnami test and validate the open-source applications in the Bitnami?

A. Bitnami certifies all images for every platform before releasing them in the marketplace to ensure the best user experience. The Bitnami certification process includes:

- Verification and application functional tests, and
- Security tests (virus and CVE scanning)

Tests are executed in native environments. For example, VM images (OVAs) are validated in vSphere, VMware Cloud Director, VMware Cloud on AWS; and containers / Helm Charts in different Kubernetes versions (TKG, AKS, EKS and so on).

Tests are continuously improved and updated to optimize for target environments and ensure all assets “just work”. Bitnami runs verification (file system, configuration, processes management, security), functional tests at an application level, and virus & CVE scanning.

Q. Why is it better for partners to consume open-source solutions directly from Bitnami, rather than from other available repositories?

A. Bitnami applications and stacks are pre-configured and ready-to-use immediately on any platform. The Bitnami application catalog delivers the applications you need in the formats you require, after being tested to ensure an optimal user experience.

