CloudHealth
by **vmware**®

CloudHealth Partner
Customer Success Service

At CloudHealth by VMware, we understand that simply providing access to a cloud management platform isn't enough to make our partners successful. That's why we provide a fully-built out, world-class cloud success service to make sure our partners get the most value out of their investment.

The CloudHealth Partner Customer Success Service grants exclusive access to a Technical Account Manager (TAM) and a Channel Account Manager (CAM) who will make up your Account Team. The TAM acts as your primary technical point of contact, a trusted advisor of the CloudHealth platform and best practices. The CAM acts as your primary business point of contact, securing alignment of business goals and objectives.

Together, your Account Team will ensure you get the most value out of the CloudHealth Platform, starting with a comprehensive onboarding process followed by ongoing enablement throughout your CloudHealth subscription lifecycle.

Our onboarding methodology is based on successful partner implementations around the world. Our approach focuses on "teaching to fish," which will empower you to become a platform expert, with the knowledge to administer and use the platform to its fullest potential.

A critical component of your success will also come from the resources you commit from your team. You're responsible for designating a Program Lead, an Executive Sponsor, and a Technical Contact, all of whom will work alongside your CloudHealth Account Team.

THE KEY RESPONSIBILITIES OF EACH ROLE INCLUDE:

Program Lead	Executive Sponsor	Technical Contact
The Program Lead is a cross-functional individual responsible for the ongoing optimization and governance of your cloud infrastructure. They collaborate with the teams that manage the cloud and deliver cloud services. The Program Lead is the primary point of contact for CloudHealth onboarding and adoption.	The Executive Sponsor is a senior member of your team who owns the business case and has a deep understanding and awareness of how the project will help your organization achieve its goals.	The Technical Contact is a member who brings specialized expertise to platform configuration and adoption. They're involved in the day to day operations of the platform, and usually are a user with administrative privileges.

ONBOARDING MILESTONES

KICKOFF MEETING

To start, your TAM will setup a kickoff call to go over your strategic implementation plan. During this call, your TAM will ensure that goals are aligned between both parties. Using their visibility into your environment, the TAM will point out any low hanging fruit adjustments that you may benefit from. In addition, the TAM will make sure that the roles of each team member of both parties are clear and aligned (e.g. Executive Sponsor, Program Lead, Business Stakeholders, etc.). The TAM will also provide a 120-day timeline on the platform implementation and align expectations related to onboarding and training. Tasks that will be completed during the onboarding process may include:

- Customer Tenant Configuration Process

- Partner Billing Configuration

- Perspective Creation

- Report Building

- Governance Policies and Automation

- Rightsizing and Reserved Instance Management

TECHNICAL REVIEW

You're responsible for setting up your cloud environment and providing the information and access needed to successfully configure the CloudHealth Platform. This process will be supported by your designated TAM.

The TAM will work with the Program Lead and Technical Contact(s) from your organization to finalize the configuration of your accounts and prioritize the work that needs to be completed as part of the 120-day onboarding process. The TAM will highlight any unconfigured functionalities that will impact getting the full value from CloudHealth. Areas that the TAM will check for are:

- Account configuration - Are all accounts healthy? Is CloudWatch properly configured? AWS Config? CloudTrail?

- Performance Metrics - Are performance metrics being pushed to CloudHealth? (e.g. Datadog, CloudHealth Agent, etc.)

- Perspectives - Are Perspectives properly setup? Is the number of Assets Not Allocated acceptable?

- User Roles / Organizations - Are the right user roles setup? If needed, are organizations setup? (e.g. Configure SSO)

TRAINING

We know the importance of getting your team fully engaged with a platform like CloudHealth in order to maximize benefits to your business, which is why we offer role-based learning to speed your time to value during onboarding.

Your TAM will recommend which training modules new members of your team should attend based on the roles and responsibilities of platform users in your organization. The Partner Customer Success Service includes training vouchers for up to six (6) users annually, consisting of:

- Introduction to the CloudHealth Platform webinar or eLearning

- Prescribed role-based learning path that consists of up to 8 hours of hands-on virtual instruction

- Participation in regional Partner training bootcamps

- Ongoing expansion of learning through an annual subscription to expansion courses

- Up to 6 training exam vouchers

You may also elect to purchase the following:

- Additional training to accommodate a larger number of attendees

- Onsite training with hands-on workshops

- Custom training on the topics of your choosing

CONTINUOUS CHECK-INS

Your TAM will check in with the Program Lead and Executive Sponsor on the 30-day mark to ensure your implementation is on track. Aside from other ad-hoc sessions that may occur, your TAM will review implementation progress with the Program Lead on the 60-day mark once the training has been fully completed. Your TAM will assist in overcoming any potential obstacles and provide assistance to implement any recommendations that the platform generates. In addition, your TAM will point out any potential saving opportunities or areas that may require attention.

EXECUTIVE BUSINESS REVIEWS (EBRs)

Your Account Team will conduct a business review with key stakeholders from your organization to focus on the status of the onboarding and subsequent CloudHealth adoption of your customer base, go-to-market strategy, and value realization. The required attendees for this meeting are: the Program Lead, the Executive Sponsor, and the Technical Contact(s). The first business review will be scheduled on the 120-day mark. During the initial EBR, your TAM will review the following:

- Onboarding status

- Partner specific metrics (e.g. adoption metrics, usage metrics, etc.)

- Results & deliverables from the previous 120 days

- Major obstacles to success (and how to get back on track)

- New products or features you might be interested in

- Areas for additional adoption or value realization

- New goals and next steps

ONGOING ENABLEMENT

Throughout the life of your subscription with CloudHealth, your TAM takes a consultative approach to provide:

- Guidance on CloudHealth Platform APIs

- Use and configuration of Custom Price Books

- Guidance on Billing Families configuration

- Escalation management for high priority support tickets

- Ongoing product release reviews and technical working sessions

- Advice on industry best practices

- Advice on leveraging the CloudHealth Platform to manage and support a growing customer base

- An analysis and review of benchmarking data for your top 3 end-customers

KPI BENCHMARKING AND END-CUSTOMER HEALTH SCORES

Your designated TAM will provide guidance to help manage your environment based on proven CloudHealth best practices. Your TAM will proactively reach out to your team in order to identify areas that will make your cloud environment healthy. Finally, your TAM will provide you with visibility into the health of your business, such as net retention, the number of added customers etc., benchmarked against peers in similar cohorts. It also shows you the health of your channel customers. Armed with this visibility, you can make more intelligent business decisions related to cloud management.

ACCESS TO PRIVATE BETAS AND ROADMAP FEATURES

Upon request and based on eligibility, our Product Management team will provide you access to new features that are still in Private Beta. In addition to giving you the earliest access to new enhancements, you'll be asked to provide the engineering team input and feedback.

Additionally, our Product Management team will walk you through a presentation of our roadmap and describe the capabilities and enhancements CloudHealth will be adding in the next several quarters. Available upon request, these sessions are typically 45 minutes in length and are highly interactive. In these sessions, we'll explore topics relevant to industry needs, common partner challenges, and our approach to solving them.

RESULTS DRIVEN TECHNICAL SUPPORT

As part of our Customer Success Service Package, you'll have unlimited access to our Technical Support team, with defined SLAs for first response time, based on the priority of the ticket.

- Unlimited number of support contacts
- Email and web-based ticket submission
- Online ticketing system for tracking and reporting visibility
- Access to online documentation
- Designated techincal account manager for support escalation

TARGETED RESPONSE TIMES DURING BUSINESS HOURS
8AM - 8PM EST & 8AM - 5PM PST | GTM | AEDT

Urgent	*1 Business Hour*
High	*2 Business Hours*
Normal	*4 Business Hours*
Low	*8 Business Hours*
Enhancement Request	*8 Business Hours*