VMware Cloud on Dell EMC via VMware Cloud Partner Navigator

Overview questions

Q. What has been announced?

A. VMware has announced the General Availability of VMware Cloud on Dell EMC for Managed Service Providers (MSPs) through VMware Cloud Partner Navigator. This will be available through Cloud Partner Navigator from 17 Feb 2021. The service is currently available in the US, UK, Germany and France.

Q. What is VMware Cloud on Dell EMC?

A. VMware Cloud on Dell EMC combines the simplicity and agility of the public cloud with the enhanced security and control of on-premises infrastructure, delivered as-a-service to data center and edge locations. This fully managed VMware cloud service provides a simple, secure, and scalable infrastructure for customer's on-premises data center and edge locations. VMware's industry leading compute, storage, and networking software stack is integrated with Dell EMC VxRail hardware for a complete infrastructure solution. The unique approach of this service empowers customers to focus on business innovation and differentiation, while VMware operates the entire infrastructure end-to-end. For more details, please refer to the Solution Brief.

Q. How can I leverage VMware Cloud on Dell EMC features as an MSP offering?

A. VMware Cloud on Dell EMC offers true local cloud as-a-service capabilities to our cloud partners with the entire set of compliance certification badges in tow. This second-gen solution expands new instance type to cover heavy memory usage mission critical workloads; reduced operational complexity with bulk workload migration, full end-to-end vRA, vROPS and TKG verification and provides critical workload licensing support with multi-cluster support within the same

chassis. Read our MSP End-to-End Getting Started Guide to learn more about joining the MSP Program.

Q. How does VMware Cloud on Dell EMC add value to partners?

A. Top capabilities of VMware Cloud on Dell EMC:

- Meet business requirements with performance and compliance:
  o Introduce a new instance type that delivers 2X memory and 3X storage for special use cases such as in-memory databases, CRM applications, storage intensive video analytics and databases
  o Support a rich set of compliance certifications - ISO 27001/17/18, SOC 2 Type 1, CCPA, GDPR
- Reduce operational complexity with consistent policies, skills and teams:
  o Multi-cluster support provides partners the ability to segment customer workload. Partners can create up to 8 clusters in a rack with 3 hosts minimum in each cluster.
  o VMware HCX support allows partners to flexibly move customer workloads via the customer portal
- Accelerated innovation to new enterprise ready deployment options and industry leading back-up solutions:
  o vRA v7.6+, vROPS v7.6+ certification
  o TKG verification completed and TKG support. This allows partners to run a Kubernetes distribution that is built upon the open-source Kubernetes community, so they do not have to build the Kubernetes environment themselves. TKG clusters are portable to run on vSphere or multi-cloud environments.

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Q. Are workloads, VMs, containers, and data in transit protected from unauthorized access?

A. VMware Cloud on Dell EMC offers data encryption through vSAN encryption, and data transfers are protected from snooping with industry-standard encryption technologies.

Q. Can partners bring their own hardware to VMware Cloud on Dell EMC?

A. VMware Cloud on Dell EMC is a fully managed cloud service that includes specific hardware and software provided exclusively by VMware.

Q. What version of vSphere does VMware Cloud on Dell EMC include?

A. VMware Cloud on Dell EMC will be using the same "cloud releases" of the SDDC components as VMware Cloud on AWS, which is released on a regular cadence. Therefore, VMware Cloud on Dell EMC always uses the most recent version of vSphere and other SDDC technologies.

Q. How often will the SDDC software be updated?

A. VMware will patch and/or upgrade the SDDC software when new versions are made available. The partner's infrastructure and operations team will be notified when a maintenance window is needed to facilitate upgrades or patching. There will be an option to defer maintenance windows, so production activities are not interrupted.

Q. How often will the hardware be refreshed?

A. The hardware will typically be refreshed at the end of the hardware's practical lifespan, which is 5 years.

Q. What storage will be provided with VMware Cloud on Dell EMC deployments?

A. VMware Cloud on Dell EMC clusters are built on hyperconverged infrastructure powered by VMware vSAN storage technology. In the future, we will offer a broader array of instance types that will offer larger amounts of storage and other attributes allowing optimized support for any modern workload.

Q. Will there be extra "standby" capacity in the rack for faster recovery or capacity expansion?

A. Yes, an additional "standby" instance offering additional compute and storage capacity will be included with the delivered infrastructure. This additional capacity can be enabled through a VMware service call.

Q. Why should partners consider offering VMware Cloud on Dell EMC?

A. This service allows customers who want to get out of the business of managing infrastructure, to devote their time building, running, and supporting modern workloads and applications that will help their company innovate, grow, and compete. Partners can offer VMware Cloud on Dell EMC to help customers reduce their operational complexities by acquiring a foundation based on consistent infrastructure and operations that accelerates innovation, enables a strong enterprise security model, and provides the architecture required to support modern workloads and applications. Additionally, this service provides a 'cloud like' monthly subscription bill without requiring any capital spend by partners.

Q. What makes VMware Cloud on Dell EMC different from other managed service solutions?

A. Here are some of the benefits of VMC on Dell EMC:

- **Integrated Hardware / Software**: This is a complete service that provides a custom-built, customer-sized Hyper-Converged Infrastructure – pre-installed with VMware Cloud Foundation software. The infrastructure and software are part of the service and included in the cost.
- **Fully Managed Service**: It provides full management of the hardware and VMware software infrastructure. VMware provides the management of monitoring, security updates, VMware software patching and upgrades, lifecycle management, and break-fix repairs onsite for the term of the service contract.
- **Cloud-Like Billing**: It provides a 'cloud like' monthly subscription bill without any capital investment. This shifts the expense of maintaining a modern IT infrastructure from a large, cyclical CapEx expense to a predictable monthly OpEx expense that is generally easier for financial teams to digest.
- **Compute Enabled Edge**: It is not only a perfect solution for on-premises data center infrastructure replacement / evolution but is also ideal for compute-enabling the edge, especially in remote or under IT serviced locations where high capacity and performance compute resources are needed, however hiring, or contracting IT support resources is a costly or prohibitive option. The fully managed nature of VMware Cloud on Dell EMC removes these localized IT management restrictions, allowing geographically desperate businesses and industries to

deploy high-capacity compute to modernize and/or automate their businesses.

Q. What are the subscription terms for VMware Cloud on Dell EMC?

A. VMware Cloud on Dell EMC subscription is available through a 1- or 3-year term commitment.

Q. What is included in the subscription?

A. The cost of the service includes software defined infrastructure elements powered by VMware Cloud Foundation that are managed as a service by VMware.

Q. How do partners subscribe?

A. Partners can access the service through VMware Cloud Partner Navigator. They can sign a commit contract through a VMware aggregator. Find an aggregator here.

Q. Do partners need to pay separately for VMware vSphere, vSAN and NSX licenses once subscribed to VMware Cloud on Dell EMC?

A. No. The VMware Cloud on Dell EMC subscription includes VMware vSphere, vSAN and NSX software for the term of the subscription.

Q. What if a Partner decides to stop using the service?

A. VMware will arrange for the infrastructure to be picked up and removed from the partner's or the customer's site. VMware will go through the standard decommissioning process where a VMware SRE will execute a remote wipe of the infrastructure and delete the data. Dell will coordinate a date with the partner or the customer to retrieve the hardware and after the hardware is removed a second stage NIST 800-88 secure wipe is performed and the hardware is recycled.

Q. Can the partner reuse the installation for another customer?

A. No, currently partners cannot reuse the infrastructure.

Q. How long will it take to deliver the hardware once it has been ordered?

A. Once the service order is confirmed, it takes roughly 4-6 weeks to factory-build the end customer's service infrastructure and dispatch the infrastructure with a

deployment technician to the partner/ customer site for installation. There is no added charge for the on-site deployment of the service infrastructure.

Q. Can capacity be expanded?

A. Partners can order additional instances from the service console. VMware will schedule a time with the partner to send a service technician onsite to install the additional instances.

Q. Can capacity be customized?

A. To ensure SLAs and a cost-effective solution the service is prescriptive and not customizable by the partner or the customer. The service offers several pre-determined capacity options that partners, or their customers can select to best fit their requirements.

Q. Where will the customer's data reside?

A. The customer's data will always reside on-premises and the customer will retain full control over their data and workloads.

Q. Who has access to customer applications and data?

A. As with any cloud environment, customers own and control the data and applications running on VMware Cloud on Dell EMC infrastructure. Customers can refer to VMware Cloud on Dell EMC documentation for details. The data resides locally on the hardware either in the partner datacenter or the end customer location.

Q. How will a customer's operations team monitor applications and infrastructure on VMware Cloud on Dell EMC?

A. VMware Cloud on Dell EMC is based on proven VMware SDDC technologies, so existing tools and operational best practices will still be applicable for application monitoring. The service includes dashboards to show the health and utilization of individual sites as well as higher-level aggregations.

Q. What is the user interface for VMware Cloud on Dell EMC infrastructure?

A. VMware Cloud on Dell EMC workloads are managed through a variety of interfaces depending on the use cases. One option is the new hybrid cloud console for general monitoring and certain virtual network configuration tasks. You can also use the nimble HTML5 vSphere Client or a variety of VMware

SDDC automation technologies, such as PowerCLI depending on workflow requirements and operational procedures.

Q. What compliance certifications has VMware Cloud on Dell EMC achieved?

A. The service has achieved compliance certifications for SOC2 type 1, ISO27001, ISO27017, ISO 27018, CCPA, GDPR, and the Cloud Security Alliance (CSA) Star Security assessment. Visit the VMware Cloud Trust Center to get the latest details.

Q. How is VMware Cloud on Dell EMC managed?

A. The infrastructure is operated and managed by VMware Site Reliability Engineers (SREs). Partners can view the status of the infrastructure in the service console, which will link to their customers' environments and show the status of each deployment, and any activities that have been taken by VMware SREs to keep their deployments healthy. This is also where partners will be informed when there are patches or updates that need to be deployed. Partners will always have the ability to schedule these updates to meet their business needs.

Q. How do partners access the platform?

A. Partners manage their overall service through the Cloud Partner Navigator.

Q. How can the end customer access the platform?

A. The end customer can also access the platform through Cloud Partner Navigator. The partner can manage the level of access the customer gets and allow different users different permission levels.

Q. Does the partner have full control of vCenter in VMware Cloud on Dell EMC?

A. VMware Cloud on Dell EMC operates with a shared responsibility model that is similar to VMware Cloud on AWS. Partners can perform the administrative tasks in vCenter required for VM workload management. Certain low-level configuration and management actions are restricted and only performed through the automation provided by VMware Cloud on Dell EMC.

Q. Does the vCenter server for VMware Cloud on Dell EMC integrate with my other vCenter Servers?

A. Yes, VMware Cloud on Dell EMC provides a Hybrid Linked Mode to integrate with other vCenter servers.

Q. What backup and recovery measures are part of the VMware Cloud on Dell EMC service?

A. The VMware Cloud on Dell EMC service provides automatic backup of site configurations, that can be recovered on behalf of a customer. Backup of applications and data is the responsibility of the customer, partner or the application owner. Through the Partner Ready for VMware Cloud program, a variety of popular data protection solutions are offered.

Q. What are the main use cases for VMware Cloud on Dell EMC?

A. **Advanced and Distributed VDI Workloads:**
   o   Deliver remote workspaces
   o   Enterprise-class security
   o   Superior Workspace Density

Data Center and Edge Location Modernization:
   o   Refreshing hardware
   o   Streamlining operations
   o   Switching from a CapEx to an OpEx model

Accelerate Modernization:
   o   Development agility
   o   Elastic capacity
   o   Traditional application support

Data-Latency and Sovereignty-Sensitive Workloads:
   o   Low-latency requirements
   o   Regulatory compliance
   o   Data security

   Access the Solution Brief for more details.

Q. How can I demo VMware Cloud on Dell EMC?

A. You can see what's new with the VMware Cloud on Dell EMC Hands on Labs (HOL) environment.

Q. Who supports the service?

A. All service incidents and supporting tickets can be routed via the Cloud Partner Navigator where the service is managed.

For product, technical and non-technical support related to VMware Cloud on Dell EMC, 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 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.

Commercial questions

Q. How much does VMware Cloud on Dell EMC service cost?

A. VMware Cloud on Dell EMC 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 points level to discount the MSRP and then apply a term for further discount. Specific pricing is available for VMware Cloud on Dell EMC service in the pricing handbook available on Partner Connect or from your Aggregator.

Q. Who can buy VMware Cloud on Dell EMC service?

A. Only VMware cloud providers who have signed the MSP commit contract can purchase VMware Cloud on Dell EMC 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.

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 10th day of every month and submit the report to the Aggregator by the 15th, who will invoice the cloud provider.

MSP and Cloud Partner Navigator Platform

Q. Will VMware Cloud on Dell EMC be available as a service on the VMware Cloud Partner Navigator?

A. Yes, with VMware Cloud on Dell EMC available on Cloud Partner Navigator, partners can deploy, transact and provision VMware Cloud on Dell EMC instances to their end customers.

Q: How can cloud providers transact with VMware Cloud on Dell EMC?

A: VMware cloud providers follow the Managed Service Provider (MSP) lifecycle to transact with the service. Access the End-to-End Getting Started Guide here for details:

- Sign a commit contract
- Cloud provider builds pipeline
- Deliver managed services and own the terms of service
- On-board and provide support to their customers
- Complete monthly end customer reports and pay invoices

Q. How will the partner onboard the service tile for VMware Cloud on Dell EMC on VMware Cloud Partner Navigator?

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 provider org invitation email. They can work with an Aggregator to sign a commit contract for VMware Cloud on Dell EMC, 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 Partner Navigator. Selecting open on the tile will activate the service and it will be available under 'Services provisioned for you'. For details, refer to the Cloud Partner Navigator documentation.

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 Cloud on Dell EMC. If they have already onboarded to the provider organization using another MSP commit contract, when the MSP VMware Cloud on Dell EMC 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 Provider Org' on our website that contains all of the Cloud Partner Navigator* resources here or the online documentation here.

*Videos still based on Cloud Provider Hub

Q. How does the customer creation and management process work for VMware Cloud on Dell EMC?

A. Before MSPs can start provisioning and managing services for their customers, they must first create a customer organization for them. They must have a valid VMware ID account for the email used to create the commit contract, an on-boarded provider org, and a valid VMware ID for the customer admin. For step by step instructions on creating a customer organization, partners can refer to the online documentation here.

Q. Can the MSP control the level of access that the customers receive?

A. Yes, all customer users in Cloud Partner Navigator hold a role within their organization, which defines the range of activities they can perform within it. A customer in a customer organization can have one of the following roles: customer administrator, customer user, and customer 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 VMware Cloud on Dell EMC 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 customer organization from the usage menu of the Cloud Partner Navigator customer portal. For further details on this functionality, read this documentation or this blog.

Business Operations

Q. How do MSPs get started with VMware Cloud on Dell EMC?

A. Refer to the VMware Cloud on Dell EMC Operations Handbook, the solution brief, the Getting started with Cloud Partner Navigator or Using Cloud Partner Navigator documentation. MSPs can also refer to the resources on our website, access the Partner Connect page, or the resources on the product page, the product FAQ and the Technical FAQ.

Q. What are the reporting requirements for VMware Cloud on Dell EMC?

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.