

VMware Aria Automation on VMware Cloud Partner Navigator

Introduction & Basics

Q. What is VMware Aria Automation (formerly vRealize Automation Cloud)?

A. VMware Aria Automation is a single offering that comprises of three modules: VMware Aria Automation Assembler (formerly Cloud Assembly), VMware Aria Automation Consumption (formerly Service Broker) and VMware Aria Automation Pipelines (formerly Code Stream). VMware Aria Automation Consumption is the consumption and governance interface. It's a self-service portal for end users, with project-based policies to manage resource access and utilization centrally. VMware Aria Automation Assembler is VMware's author: Connect cloud accounts to assemble cloud agnostic or cloud specific blueprints in a declarative infrastructure as code editor or a drag and drop Graphical Interface. VMware Aria Automation Pipelines is the Application and infrastructure Release Pipeline.

Q. How can I leverage Aria Automation as an MSP offering?

A. Aria Automation solves for many common cloud management challenges such as limited visibility, increased spend, inefficient or over provisioning, security and compliance, performance inconsistencies, and diversity and scale. CSP-SaaS partners can differentiate their business with the Aria Automation offering. Read our [Partner Connect Program Guide](#) and the [CSP-SaaS End-to-End Getting Started Guide](#) to learn more about joining the Cloud Services Provider - SaaS Partner Connect Program.

Q. How does Aria Automation add value to Partners?

A. Big enterprises are heterogenous and different teams use different tools. The skills and knowledge required to manage each 'toolset silo' is very different. Complexity increases exponentially, the cloud bill skyrockets, and the company finds itself exposed to security and operational risks. With Aria Automation, partners can provide customers with a cloud agnostic catalog, where complexities are handled by the app.

Aria Automation on VMware Cloud Partner Navigator

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

A. Yes. With Aria Automation available on Cloud Partner Navigator, Cloud Services Provider - SaaS partners can deploy, transact and provision Aria Automation to their end customers.

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

A. Before onboarding, Cloud Services Providers - SaaS 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. For details, refer to our [Aria Automation operations guide](#).

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

A. Yes. The provider org creation process is the same as that of any other service.

Q. How does the customer creation process work for Aria Automation?

A. Before CSP-SaaS partners 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 tenant admin. For step-by-step instructions on creating a customer organization, partners can refer to our [Aria Automation operations handbook](#).

Q. How does the service provisioning and management process work for Aria Automation?

A. Once CSP-SaaS partners have added a customer organization, they can start provisioning and managing its services. The customer management process is the same

as that of other services. Please ensure that the VMware Aria Automation Assembler service tile is provisioned when attempting to use Aria Automation services, as billing and usage is linked to that service component.

Q. What is the support process for Cloud Provider Partners for Aria Automation?

A. For Aria Automation product and technical support, partners can either open a support ticket via the Support Center of the Cloud Partner Navigator platform or use the chat functionality in the console. For non-technical support, partners can email vcan-operations@vmware.com.

Q. How can I manage the usage consumption for my end customers as a CSP-SaaS provider?

A. Usage chargeback for customers can be viewed and managed via the Cloud Partner Navigator platform. For further details on this functionality, read this [blog](#).

Release and Operations

Q. How do I get billed for Aria Automation?

A. Aria Automation bills are spooled in the Commerce Portal in monthly arrears. Cost is based on the number of public cloud compute instances or VMs under management across all VMware Aria Automation Assembler endpoints for a month. Aria Automation Consumption and Aria Automation Pipelines are treated as free services, and do not actively accrue cost based on usage. For details access our Aria Automation [Operations Guide](#).

Q. Can I request a trial version of Aria Automation?

A. Yes, you may also choose to request a trial instance of Aria Automation through the Cloud Services Platform (CSP) console, valid for a fixed period of time. Please note that any activities performed on the trial instance will not be carried over to Cloud Partner Navigator, if partners choose to sign a commit contract to offer the service as a CSP-SaaS provider.

Q. Can the CSP-SaaS provider 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. For details, refer to our [operations guide](#).

Q. How can CSP-SaaS partners learn more about Aria Automation and the different modules?

A. Refer to the Aria Automation service [FAQ](#) with details of the service and the modules.

Q. What are the reporting requirements for Aria Automation?

A. Once a month, partners need to complete end user reporting inside the VMware Cloud Provider Commerce Portal. All the service information will be prepopulated with the information that they entered during ordering. This report is used to initiate the monthly billing cycle.

Q. What are the timelines for monthly reporting?

A. Partners must validate monthly usage in the Commerce Portal by the **15th** day of every month. Records of consumption of CSP-SaaS cloud services for a given month will be visible on the **10th day** of the following month and partners must validate their usage by the **15th day** of that month.

