Aria AWS Resell for Cloud Services Providers - SaaS on Cloud Partner Navigator

Overview

Q. What's new with Aria AWS Resell for Cloud Services Providers – SaaS (CSP-SaaS)?

A. AWS Resell for Cloud Services Providers – SaaS (formerly Managed Service Providers) allows partners to purchase VMware Cloud on AWS and add-on services such as VMware Aria Operations for Logs (VMware Log Insight Cloud) from Amazon Web Services.

From now on, partners transacting through AWS can also purchase VMware multi-cloud services such as VMware Aria Automation (vRealize Automation Cloud), VMware Aria Operations (vRealize Operations) and VMware Aria Operations for Networks (vRealize Network Insight Cloud) through AWS. Partners can provision these services for their end customers through Cloud Partner Navigator.

Q. What is the process for CSP-SaaS partners to get started?

A. Below is the process for CSP-SaaS partners to get started:

- CSP-SaaS partners identify customers with use cases aligned to VMware Cloud on AWS and wanting to transact with AWS.
- The CSP-SaaS partners then work with AWS to transact the opportunity. This requires the CSP-SaaS partner to activate a commit contract through AWS.
- Once the commit contract is activated by AWS, the CSP-SaaS partner receives an invitation to onboard to the service.
- The CSP-SaaS partner onboards to Cloud Partner Navigator, creates a provider organization, adds customers, and enables the service. The process is

the same for CSP-SaaS partners that transact via the VMware Partner Connect program.

More information on the order flow can be found in the announcement blog post at https://bit.ly/aws-vrealize-blog

Q. Do CSP-SaaS partners need to sign any agreement?

A. There is an AWS resell policy that partners need to accept while onboarding. The CSP-SaaS partner also needs to sign the VMware Partner Connect Agreement.

Q. When CSP-SaaS partner transacts with AWS, which cross cloud services can they consume?

A. Services supported for VMware CSP-SaaS partners are VMware Cloud on AWS with DRaaS Site Recovery as add-on, VMware Aria Operations for Logs, VMware Aria Automation, VMware Aria Operations and VMware Aria Operations for Networks.

Q. Are the terms of service the same for CSP-SaaS partners?

A. CSP-SaaS partner needs to accept an additional policy along with the Terms of Service, to acknowledge that they are buying from AWS, while onboarding to Cloud Partner Navigator.

Q. Where can CSP-SaaS partners find the pricing details?

A. CSP-SaaS partners can reach out to AWS to get the pricing details.

Aria AWS Resell on VMware Cloud Partner Navigator

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Q. As a CSP-SaaS partner with VMware, do they need to create a new provider organization if they already have one?
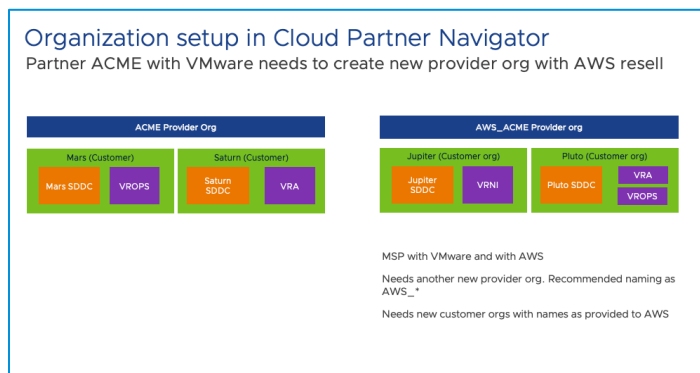
A. CSP-SaaS partner will need to sign a new VMware cloud commit contract with AWS and on activation, they will receive a provider org onboarding invite. Using this, they can onboard and create another provider org. If they buy from VMware and AWS, they will need two separate provider orgs.

Organization setup in Cloud Partner Navigator
Partner ACME with VMware needs to create new provider org with AWS resell

ACME Provider Org			AWS_ACME Provider org		
Mars (Customer)	Saturn (Customer)		Jupiter (Customer org)	Pluto (Customer org)	
Mars SDDC / VROPS	Saturn SDDC / VRA		Jupiter SDDC / VRNI	Pluto SDDC	VRA / VROPS

MSP with VMware and with AWS

Needs another new provider org. Recommended naming as AWS_*

Needs new customer orgs with names as provided to AWS

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

A. Yes. The provider org creation process is the same. Learn more *here*.

Q. How is customer management done?

A. The customer creation and management is done through Cloud Partner Navigator. The process remains exactly the same as when CSP-SaaS partners transact VMware Cloud on AWS via the VMware CSP-SaaS route. The CSP-SaaS partner can continue to leverage Cloud Partner Navigator for day-to-day service and customer management. Learn more *here*.

Q. What is the support process for cloud services providers for Aria AWS Resell?

A. CSP-SaaS partners will be supported by VMware. 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 Aria AWS Resell services, 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.

Q. How can CSP-SaaS partners manage the usage consumption for their end customers?

A. CSP-SaaS partners can view the usage in Cloud Partner Navigator for their end customers.

Release and Operations

Q. How do CSP-SaaS partners get billed for Aria AWS Resell?

A. The cloud services provider will not be able to see the monthly billing order in the Commerce Portal. CSP-SaaS partners get billed directly from AWS but they can view the usage in Cloud Partner Navigator.

Q. Is monthly billing available for Aria AWS Resell?

A. Yes, monthly billing is now available for CSP-SaaS partners.