

VMware Aria Operations for Networks on Cloud Partner Navigator



Overview questions

Q. What has been announced?

A. VMware has announced the General Availability of Aria Operations for Networks. It will be available through Cloud Partner Navigator from August 6, 2020.

Q. What is VMware Aria Operations for Networks?

A. VMware Aria Operations for Networks provides network visibility and analytics to accelerate application discovery, minimize risk during application migration, optimize network performance and confidently manage and scale hybrid cloud, multi-cloud, NSX, VMware SD-WAN by VeloCloud, and Kubernetes deployments.

Q. How can partners leverage Aria Operations for Networks as a Cloud Services Provider - SaaS offering?

A. Partners can leverage the benefits of Aria Operations for Networks to provide their customers with SaaS visibility across their infrastructure for either VMware SD-WAN or Data Center or both. Partners are encouraged to provide both services to their customers.

Q. How does Aria Operations for Networks add value to partners?

A. APIs are available where partners can create value-added capabilities. The service also allows availability for end-to-end visibility across both SD-WAN and Data Center with the same UX for easy training and on-ramp.

Q. Is the Aria Operations for Networks service exactly the same as the on-premises Aria Operations for Networks product?

A. The Aria Operations for Networks service has the same functionality as the Aria Operations for Networks Enterprise edition for on-premises. They both have the ability to also monitor VMware SD-WAN with the Aria Operations for Networks SD-WAN SKU.

Q. What are the main use cases for VMware Aria Operations for Networks?

A. Aria Operations for Networks for SD-WAN Use Cases:

- **Monetize Network, Site, Security and Application Analysis**
 - Offer periodic network and security analysis
 - Reduce time to resolution and monetize improved SLA offers
 - Grow your business by offering site and application analysis to customers
- **Reduce OpEx and CapEx costs for SD-WAN**
 - Manage network and security across private clouds, public clouds, and SD-WAN with ease
 - Quickly identify customer issues with path visibility, and hotspot detection
 - Manage growth through capacity planning and the effect of adds, moves, and changes

Aria Operations for Networks for Data Center Use Cases:

- **Monetize Network, Site, Security and Application Analysis**
 - Offer periodic network, security, site, and application analysis
 - Monetize security policy, planning and ensure compliance for tenant's regulatory needs
 - [Forrester Research](#) measured a [477% ROI](#) three-year financial impact in a recent study
- **Reduce OpEx and CapEx costs for Data Center**
 - Manage and scale NSX deployments for customers
 - Accelerate network flow analysis for physical, virtual, and third-party infrastructure
 - Speed up application deployment by using machine learning for application discovery and migration

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 Aria Operations for Networks, 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.

Q. Where are the Aria Operations for Networks for Cloud Partner Navigator geographic locations?

A. Today, the instance is in US West.

Q. What ports and protocols does Aria Operations for Networks use?

A. See the full list of ports and protocols used in Aria Operations for Networks [here](#).

Commercial questions

Q. How will partners get billed for consumption of the service?

A. Partners who have Cloud Services Provider -SaaS 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 services provider.

Q. How much does VMware Aria Operations for Networks service cost?

A. VMware Aria Operations for Networks service is provided under a commit contract which the cloud services 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 services provider can use their existing Cloud Services Provider – Cloud Builder (formerly Rental) point level to discount the MSRP and then apply a term for further discount. Specific pricing is available for VMware Aria Operations for Networks

service in the [pricing handbook](#) available on Partner Connect or from your Aggregator.

Q. Who can buy VMware Aria Operations for Networks service?

A. Only VMware cloud services providers who have signed up for the Cloud Services Provider - SaaS agreement can purchase VMware Aria Operations for Networks service.

Q. Does VMware provide leads or sales incentives to cloud services providers?

A. No, VMware does not provide leads or sales incentives to cloud services providers. They are expected to generate their own pipeline and market their own services on the platform.

Capabilities

Q. What capabilities are available for General Availability?

A. All the features from Aria Operations for Networks will be available. Get details [here](#).

Aria Operations for Networks on Cloud Partner Navigator

Cloud services Provider - SaaS and Cloud Partner Navigator Platform

Q: How can cloud services providers transact with Aria Operations for Networks?

A: VMware cloud services providers must use the Cloud Services Provider - SaaS lifecycle to transact with the service:

- **Commit Contract** – Partner signs a VMware Aria Operations for Networks Cloud Services Provider - SaaS commit contract with a VMware Aggregator. Partner then commits to VMware an MSRP (list price) spend to obtain a volume discount for their purchases.
- **Cloud services provider builds pipeline** – Partner initiates go to market activities and starts building their business for Managed Services.
- **Deliver Managed Services and Own the Terms of Service** – Once the opportunity has been identified, partners can order Aria Operations for Networks from VMware and provide CSP-SaaS services as part of the offering to their customers. Partners must provide their

own terms of service and managed services. At a minimum this must include technical support for the service and all functions associated with service configuration, add-ons, renewals and anything pertaining to billing.

- **On-Board and Provide Support to their Customers** – Partner will on-board Aria Operations for Networks for their customers. Subsequently, they may obtain technical support from VMware as needed, with the following [provisions](#). In turn, partners are responsible for all customer support, which may include, but may not be limited to customer communication, any managed services, answering installation, configuration and usage questions.
- **Complete Monthly End Customer Reports and Pay Invoices** – The partner will log into the Commerce Portal and review the prior month's usage. They can view their monthly billing orders (MBOs) in the Monthly Reporting menu. Partner will review the report and submit it to their Aggregator. Following that, the Aggregator will send the partner an invoice for the month.

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

A. Before onboarding, CSP-SaaS partners 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 Aria Operations for Networks, 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 ['How to get started'](#) guide for Aria Operations for Networks and the [Cloud Partner Navigator](#) documentation guide.

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 Aria Operations for Networks. If they have already onboarded to the provider organization using another CSP-SaaS commit contract, when the CSP-SaaS Aria Operations for Networks 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 Navigator resources, [here](#) or the online documentation [here](#).

Q. How does the customer creation and management process work for Aria Operations for Networks?

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 customer admin. For step by step instructions on creating a customer organization, partners can refer to the online documentation [here](#).

Q. Can the CSP-SaaS 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 CSP-SaaS partners 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 Aria Operations for Networks 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. Usage chargeback for customers can also be viewed and managed via the Cloud Partner Navigator platform. For further details on this functionality, read this [blog](#).

Business Operations

Q. How do CSP-SaaS partners get started with Aria Operations for Networks?

A. Refer to the CSP-SaaS [Operations Handbook](#), the Aria Operations for Networks [solution brief](#), or the [Getting](#)

[started](#) with Cloud Partner Navigator or [Using](#) Cloud Partner Navigator documentation. CSP-SaaS partners can also refer to the resources on our [website](#), and access the [Partner Connect page](#), [product page](#), [product page for SaaS](#), [documentation page](#) (both the on-premises and the SaaS share the same documentation).

Q. What is the billing frequency?

A. The billing frequency for Aria Operations for Networks is monthly.

Q. What are the reporting requirements for Aria Operations for Networks?

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 CSP-SaaS partner 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. Partners can opt for automatic reporting through vCloud Usage Insight within the commerce portal.

Q. What are the timelines for monthly reporting for Aria Operations for Networks?

A. Partners who have CSP-SaaS commit contracts must validate usage in the corresponding Monthly Billing Order on the Commerce Portal by the [10th](#) day of every month and submit the report to the Aggregator by the [15th](#).

Q. How can I demo Aria Operations for Networks?

A. Leverage the [Hands on Labs](#) (HOL) environment.

