

# VMware Aria Operations for Cloud Services Provider - SaaS



## Overview questions

### Q. What is VMware Aria Operations?

A. VMware Aria Operations is a unified management platform, powered by AI to optimize, plan and scale hybrid and multi-cloud deployments, from applications to infrastructure. The service includes the same market-leading capabilities as Aria Operations on-premises, **beginning with the v8.1 release**. For more details, please refer to the [Solution Brief](#).

### Q. How can I leverage Aria Operations features as a SaaS offering?

A. Cloud Service Providers can leverage Aria Operations to deliver self-driving operations such as continuous performance optimization, efficient capacity, cost management, intelligent remediation, and integrated compliance. They can differentiate their business with the VMware Aria Operations service. Read our End-to-End Getting Started Guide to learn more about [joining the Partner Connect Program](#).

### Q. How does Aria Operations add value to partners?

A. Purpose-built for the cloud, Aria Operations as-a-Service increases operational agility to quickly automate business needs with limited IT staff, enable IT modernization which lifts and shifts maintenance to a cloud provider, accelerate innovation by reducing the time between software update cycles, and help with digital transformation to increase responsiveness and scalability, to meet customer needs.

### Q. What clouds does Aria Operations support?

A. Aria Operations supports VMware Cloud on AWS, Amazon Web Services (AWS), Google Cloud Platform, Microsoft Azure and vSphere-based on-premises private clouds.

### Q. What does self-driving operations and management mean for my datacenter?

A. Self-driving operations is a simple, yet powerful strategy for automating and simplifying operations management that incorporates Artificial Intelligence (AI) and Machine Learning (ML) to help your IT team be more proactive and agile. As your data center grows in scale and complexity, your team can confidently work hands-off and hassle free. Unlike traditional tools, AI/ML-driven operations management provides:

(MLI) Comprehensive data and policy-based control, across your entire infrastructure, wherever you choose to run workloads

(MLII) A way to optimize observable conditions against business key performance indicators (KPIs)

(MLIII) Proactive, real time, and reliable optimization, remediation, and compliance leveraging advanced analytics with AI/ML intelligence.

### B. How does Aria Operations protect customer data?

A. To learn more about how Aria Operations protects customer data, download the VMware Cloud Management Services self-assessment [here](#).

### Q. What is the Aria Operations security and encryption for data in transit?

A. Aria Operations uses TLS for encrypting data in transit and AWS Key Management system for data at rest.

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

#### A. Optimize OpEx and CapEx:

- Optimize cloud infrastructure to increase efficiencies and deliver SLAs. Pay only for what you use.
- Realize full stack observability and troubleshooting with application-aware operations.

- o [Forrester research](#) has shown a 303% ROI with less than 3 months payback period.

**Accelerate Top-Line Growth:**

- o Provide value-added services by feature, application, or cloud.
- o Expand professional and managed services by monetizing management across capacity, performance, compliance, troubleshooting, and more.
- o Monetize compliance-as-a-service with out-of-the-box and custom compliance templates.

**Enhance Customer Experience:**

- o Give end customers access to dashboards across VMware SDDC and multi-cloud.
- o Get faster time-to-market with provider managed Day 0 setup, upgrade and first line of support.
- o Offer improved support experience and intelligent troubleshooting to your customers.

**Q. Where are the Aria Operations Cloud geographic locations?**

A. These are available in the US West at GA.

**Q. How can I demo Aria Operations ?**

A. Request a trial [here](#) and see what's new with Aria Operations [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 Aria Operations Cloud, 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. What is the data retention after discontinuing with the Aria Operations service?**

A. Your data in the Aria Operations console is completely deleted 90 days after the trial expires, or after you cancel your trial. During those 90 days, Aria Operations does not collect any new data. You can buy a subscription any time before the end of those 90 days.

VMware can provide you with a report showing you that the data is deleted from your Aria Operations Cloud service. You can use [this](#) report for regulatory auditing.

**Commercial questions**

**Q. Who can buy VMware Aria Operations service?**

A. VMware cloud providers or their resellers can purchase VMware Aria Operations.

**Q. How much does VMware Aria Operations service cost?**

A. VMware Aria Operations 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 point level to discount the MSRP and then apply a term for further discount. Specific pricing is available for VMware Aria Operations service in the [pricing handbook](#) available on Partner Connect or from your Aggregator.

**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 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.

## Aria Operations on Cloud Partner Navigator

### Cloud Partner Navigator Platform

#### Q. Will Aria Operations be available as a service on the VMware Cloud Partner Navigator?

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

#### Q: How can cloud providers transact with Aria Operations?

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

- **Commit Contract** – Partner signs a 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 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 service from VMware and provide Managed 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 service 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 will the partner onboard the service tile for Aria Operations on VMware Cloud Partner Navigator?

A. Before onboarding, CSP - 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. They can work with an Aggregator to sign a commit contract for Aria Operations, 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 Aria Operations ['How to get started'](#) guide 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 Cloud. If they have already onboarded to the provider organization using another commit contract, when the Aria Operations 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](#).

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

A. Before cloud providers 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 Cloud Service 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.

**Q. How can 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 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 partners get started with Aria Operations service?**

A. Refer to the CSP - SaaS [Operations Handbook](#), the Aria Operations [solution brief](#), or the [Getting started](#) with Cloud Partner Navigator or [Using](#) Cloud Partner Navigator documentation. Partners can also refer to the resources on our [website](#), access the Partner Connect [page](#), product page for [SaaS](#).

**Q. What is the billing frequency?**

A. The billing frequency for Aria Operations is monthly.

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

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 partners 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?**

A. Partners who have 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.

