

# AWS Resell for Cloud Services Providers – SaaS on Cloud Partner Navigator

## Overview

### Q. What's new with AWS Resell for Cloud Services Providers - SaaS?

A. AWS Resell for Cloud Services Providers – SaaS (formerly Managed Service Providers) allows partners to purchase VMware Cloud on AWS from AWS while transacting VMware multi-cloud services, like VMware Cloud on AWS and its add-ons VMware Site Recovery and Aria Operations for Logs as a free tier, using Cloud Partner Navigator.

### Q. What is the process for Cloud Services Providers - SaaS to get started?

A. Below is the process for Cloud Services Providers – SaaS (CSP-SaaS) 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 partners 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 the 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.

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

A. There is an AWS resell policy that they 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 at GA?

A. Services supported for VMware CSP-SaaS partners are VMware Cloud on AWS with DRaaS Site Recovery as add-on and Aria Operations for Logs as a free tier, at GA.

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

A. CSP-SaaS partners need 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.

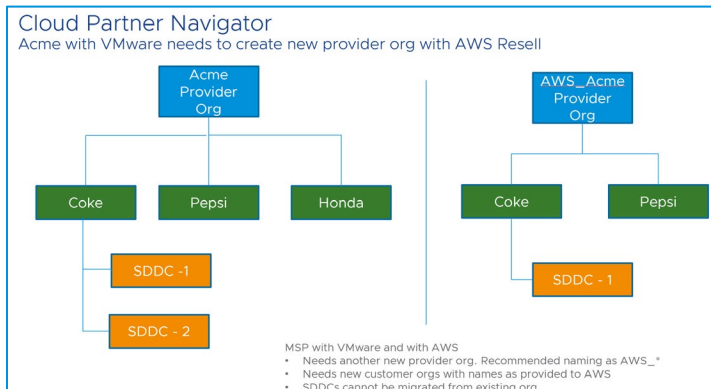
### Q. Where can CSP-SaaS partners find the pricing details?

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

## AWS Resell on VMware Cloud Partner Navigator

### 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 partners 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.



**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 exactly the same.

**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 Partner Connect program. The CSP-SaaS partner can continue to leverage Cloud Partner Navigator for day to day service and customer management.

**Q. What is the support process for cloud services provider partners for AWS Resell services?**

A. CSP-SaaS partners will be supported by VMware. All service incidents and supporting tickets can be routed via Cloud Partner Navigator where the service is managed.

For product, technical and non-technical support related to 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. What is the GA timeline for AWS Resell on Cloud Partner Navigator?**

A. On 3 Sep 2020, AWS Resell services will be available on VMware Cloud Partner Navigator.

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

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

