vRealize Automation Cloud on VMware Cloud Partner Navigator

Introduction & Basics

Q. What is vRealize Automation Cloud?

A. vRealize Automation Cloud is a single offering that comprises of three modules: Cloud Assembly, Service Broker and Code Stream. Service Broker 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. Cloud Assembly 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. Code Stream is the application and infrastructure release pipeline.

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

A. vRealize Automation Cloud 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. MSPs can differentiate their business with the vRealize Automation Cloud offering. Read our Partner Connect *Program Guide* or the MSP End-to-End *Getting Started Guide* to learn more about joining the MSP Program.

Q. How does vRealize Automation Cloud 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 vRealize Automation Cloud, partners can provide customers with a cloud agnostic catalog, where complexities are handled by the app.

vRealize Automation Cloud on VMware Cloud Partner Navigator

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

A. Yes. With vRealize Automation Cloud available on Cloud Partner Navigator, cloud partners can deploy, transact and provision vRealize Automation Cloud to their end customers.

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

A. Before onboarding, MSPs 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 vRealize Automation Cloud *operations guide*.

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

A. Yes. The provider org creation process is the same as that of any other service. Please review the detailed demo on 'Creation of Provider Org' on our website that contains all of the Navigator* resources, *here*. *Videos still based on Cloud Provider Hub

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

A. Before MSPs 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 our vRealize Automation Cloud *operations handbook*.

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

A. Once MSPs 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 Cloud Assembly service tile is provisioned when attempting to use vRealize Automation Cloud services, as billing and usage is linked to that service component.

Q. What is the support process for cloud partners for vRealize Automation Cloud?

A. For vRealize Automation Cloud 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 raise a ticket within the Commerce Portal.

Q. How can I manage the usage consumption for my end customers as an MSP?

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 vRealize Automation Cloud?

A. vRealize Automation Cloud 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 Cloud Assembly endpoints for a month. Service Broker and Code Stream are treated as free services, and do not actively accrue cost based on usage. For details access our vRealize Automation Cloud *Operations Guide*.

Q. Can I request a trial version of vRealize Automation Cloud?

A. Yes, you may also choose to request a trial instance of vRealize Automation Cloud 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 an MSP.

Q. Can the MSP 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 MSPs learn more about vRealize Automation Cloud and the different modules?

A. Refer to the vRealize Automation Cloud service *FAQ* with details of the service and the modules.

Q. What are the reporting requirements for vRealize Automation Cloud?

A. Once a month, partners need to complete end user reporting inside the VMware 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 10th day of every month. Partners must validate their usage by the 15th day of that month.