

vRealize AWS Resell Service on VMware Cloud Partner Navigator for MSPs

Overview

Q. What's new with vRealize AWS Resell for MSPs?

- A. AWS Resell for Managed Service Providers (MSPs) allows partners to purchase VMware Cloud on AWS and add-on services such as vRealize Log Insight Cloud from Amazon Web Services.

From now on, partners transacting through AWS can also purchase VMware multi-cloud services such as vRealize Automation Cloud, vRealize Operations Cloud and 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 MSPs to get started?

- A. Below is the process for MSPs to get started:
- MSPs identify customers with use cases aligned to VMware Cloud on AWS and wanting to transact with AWS.
 - The MSPs then work with AWS to transact the opportunity. This requires the MSP to activate a commit contract through AWS.
 - Once the commit contract is activated by AWS, the MSP receives an invitation to onboard to the service.
 - The MSP onboards to the Cloud Partner Navigator, creates a provider organization, adds customers, and enables the service. The process is the same for MSPs that transact via the VMware MSP program.

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

Q. Do MSPs need to sign any agreement?

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

Q. When MSP transacts with AWS, which cross cloud services can they consume?

- A. Services supported for VMware MSPs are VMware Cloud on AWS with DRaaS Site Recovery as add-on, vRealize Log Insight Cloud, vRealize Automation Cloud, vRealize Operations Cloud and vRealize Network Insight Cloud.

Q. Are the terms of service the same for MSPs?

- A. MSP 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 MSPs find the pricing details?

- A. MSPs can reach out to AWS to get the pricing details.

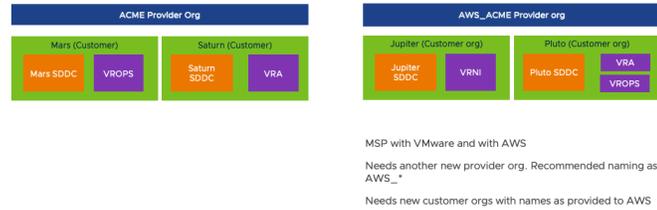
vRealize AWS Resell on VMware Cloud Partner Navigator

Q. As an MSP with VMware, do they need to create a new provider organization if they already have one?

- A. MSPs 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



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. 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 MSPs transact VMware Cloud on AWS via the VMware MSP program. The MSP 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 provider partners for vRealize AWS Resell?

A. MSPs 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 vRealize 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 MSPs manage the usage consumption for their end customers?

A. MSPs can view the usage in Cloud Partner Navigator for

their end customers.

Release and Operations

Q. How do MSPs get billed for vRealize AWS Resell?

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

Q. Is monthly billing available for vRealize AWS Resell?

A. Yes, monthly billing is now available for MSPs.

