

Cloud Director service via AWS Strategic Resell

Overview

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

A. AWS Resell for Cloud Services Providers - SaaS allows partners to purchase VMware Cloud on AWS and add-on services such as Cloud Director service through Amazon Web Services.

From now on, partners transacting through AWS can also purchase VMware Cloud Director service through AWS. This complements earlier announcement of multi-cloud services such as Aria Automation, Aria Operations and Aria Operations for Networks. Partners can provision these services for their end customers through Cloud Partner Navigator.

Q. What is the process for CSP-SaaS partners to get started?

A. Below is the process for CSP-SaaS partners to get started:

- CSP-SaaS partners identify customers with use cases aligned to Cloud Director Service and VMware Cloud on AWS and wanting to transact with AWS.
- The CSP-SaaS partners then work with AWS to transact the opportunity. This requires them to activate a commit contract through AWS.
- Once the commit contract is activated by AWS, they receive an invitation to onboard to the service.
- They onboard to the Cloud Partner Navigator, create a provider organization, add customers, and enable the service. The process is the same for CSP-SaaS partners that transact via the VMware Partner Connect program.

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

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

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

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

A. Services supported for VMware CSP-SaaS are VMware Cloud on AWS with Cloud Director service, DRaaS Site Recovery as add-on, Aria Operations for Logs, Aria Automation, Aria Operations and Aria Operations for Networks.

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

A. The Cloud Services Provider - SaaS 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.

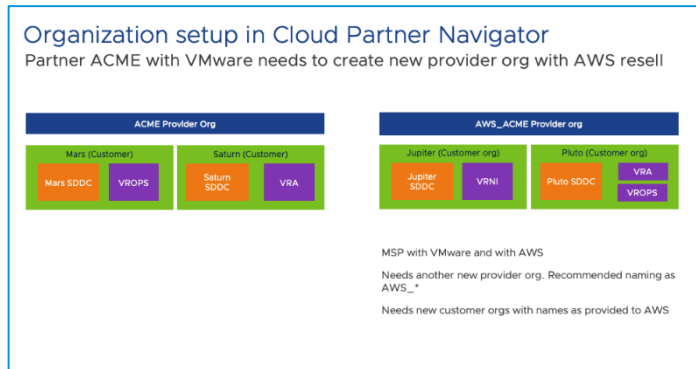
Q. Where can partners find the pricing details?

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

Cloud Director service Resell on VMware Cloud Partner Navigator

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

A. 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 organizations.



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 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 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. Learn more [here](#).

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

A. Partners 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 Cloud Director service, 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 manage the usage consumption for their end customers?

A. CSP-SaaS can view the usage in Cloud Partner Navigator for their end customers.

Release and Operations

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

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

Q. Is monthly billing available for CDs AWS Resell?

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

Q. Are Microsoft SPLA licenses available for AWS Resell?

A. SPLA licensing for VMC on AWS is currently not available through AWS Resell.