Frequently Asked Questions

VMware vRealize Cloud Universal on Cloud Partner Navigator

Overview

Q. What is VMware vRealize Cloud Universal?
A. VMware vRealize Cloud Universal is a SaaS management suite that combines SaaS and on-premises capabilities for automation, operations, log analytics, into one license. It gives the flexibility to deploy SaaS or on-premises, interchangeably, without the need to repurchase, for a consistent hybrid and multi-cloud management experience.

Q. How can I leverage vRealize Cloud Universal?
A. Cloud Service Providers can leverage vRealize Cloud Universal to deliver business efficiency with a consistent operating model across on-premises and SaaS cloud management tools. Enabling seamless movement and monitoring of workloads across on prem and SaaS deployments as per business demands.

Q. What capabilities are included in vRealize Cloud Universal?
A. vRealize Cloud Universal is offered in three editions: Standard, Advanced and Enterprise. The editions comprise:

- vRealize Cloud Universal Standard – VMware Aria Operations for Logs, VMware Aria Operations ADV
- vRealize Cloud Universal Advanced – VMware Aria Operations for Logs, VMware Aria Operations ADV & VMware Aria Automation ADV
- vRealize Cloud Universal Enterprise – VMware Aria Operations for Logs, VMware Aria Operations ENT & VMware Aria Automation ENT

Q. What clouds does vRealize Cloud Universal support?
A. vRealize Cloud Universal supports VMware Cloud on AWS, Amazon Web Services (AWS), Google Cloud Platform, Microsoft Azure and vSphere-based on-premises private clouds.

Q. How does vRealize Cloud Universal add value to partners?
A. vRealize Cloud Universal 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 their customer needs.

Q. What kind of data do we collect and why?
A. Please review our data privacy standards. You can view that at https://cloud.vmware.com/trust-center for more details.

The license usage data collected include number of CPUs, number of CPU cores, number of Virtual Machines, number of public cloud compute instances, number of public cloud database instances, number of Kubernetes nodes, number of physical devices, and number of Aria Operations management packs. The collected data does not contain any customer proprietary data or personally identifiable information (PII).

Q. What are the main use cases for VMware vRealize Cloud Universal?
A. Below are the use cases:

1. Optimize OpEx and CapEx:
   - Optimize cloud infrastructure to increase efficiencies and deliver improved SLAs. Pay only for what you use.
   - Realize full stack observability and troubleshooting with application-aware operations
   - Forrester research has shown a 303% ROI with less than 3 months payback period.

2. Accelerate Top-Line Growth:
   - Provide value-added services by feature, application, or cloud.
• Provide customers with a cloud agnostic catalog, where cloud management complexities are handled by the app.
• Expand professional and managed services by monetizing management across capacity, performance, compliance, troubleshooting, and more.
• Monetize compliance-as-a-service with out-of-the-box and custom compliance templates.

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

Licensing and Pricing

Q. When is vRealize Cloud Universal available for Cloud Services Providers?
A. vRealize Cloud Universal is generally available starting on April 18, 2023.

Q. How can Cloud Services Providers consume vRealize Cloud Universal SKUs?
A. vRealize Cloud Universal can be ordered as a CSP-SaaS service and be consumed via VMware Cloud Partner Navigator portal.

Q. How will vRealize Cloud Universal be priced for Cloud Services Providers?
A. vRealize Cloud Universal is priced on pre-paid commits of one, three or five years based on the selected editions as per requirements.

Q. Does vRealize Cloud Universal include support?
A. Yes. vRealize Cloud Universal comes with full VMware support.

Q. How do I deploy vRealize Cloud Universal in my environment?
A. vRealize Cloud Universal is delivered as SaaS offering and can be accessed through VMware Cloud Services Portal or from Cloud Partner Navigator portal.

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 will the partner onboard the service tile for Aria Operations on VMware Cloud Partner Navigator?
A. Before onboarding, partners 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 a VMware Aggregator to sign a commit contract for vRealize Cloud Universal, 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 vRealize Cloud Universal TechZone documentation 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 vRealize Cloud Universal. If they have already onboarded to the provider organization using another commit contract, when the vRealize Cloud Universal service commit contract becomes active in the commerce portal, it will be available under ‘Services available for provisioning’. Please refer to the docs link 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 Services Provider - SaaS control the level of access that 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: vRF Admin, ‘vRF User’ and ‘vRCSM Migration Administrator’.

**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 vRealize Cloud Universal 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.

**Q. I already have licenses of Aria services like Operations, Automation. Can I opt for vRealize Cloud Universal with the existing subscription?**

A. No, partners need to sign a separate commit contract for vRealize Cloud Universal.

**Business Operations**

**Q. How do partners get started with vRealize Cloud Universal?**

A. Refer to the [CSP - SaaS vRealize Cloud Universal Operations Handbook](#), the vRealize Cloud Universal 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.