

# Aria Cost powered by CloudHealth on VMware Cloud Partner Navigator FAQ

## Introduction & Basics

### Q. What is Aria Cost powered by CloudHealth?

A. VMware Aria Cost powered by CloudHealth is the most trusted software platform for accelerating global business transformation in the cloud, providing partners with management, operations, and service delivery at scale across multi-cloud environments.

### Q. How can I leverage Aria Cost powered by CloudHealth as a Cloud Services Provider - SaaS offering?

A. Aria Cost powered by CloudHealth solves for many common cloud management challenges such as limited visibility, growing cloud bills, and governance, as your own and your customers' infrastructure scales.

### Q. How does Aria Cost powered by CloudHealth add value to partners?

A. A platform for management, operations, and service delivery, Aria Cost powered by CloudHealth provides a centralized console to simplify customer management and streamline billing to deliver value added services.

### Q. What is Aria Cost powered by CloudHealth Partner Customer Success Service (CSS)?

A. The Aria Cost powered by CloudHealth Partner Customer Success Service provides clients a deep and comprehensive 120-day onboarding process and continued services, on an ongoing basis throughout the partner lifecycle, to ensure the client is successful and receives maximum value and adoption from the Aria Cost powered by CloudHealth. Clients will receive support with onboarding, training, tech support, best practices guidance and ongoing engagement. Refer to the [CSS Solution Brief](#) for more details.

### Q. What activities are offered as part of the Customer Success Service?

A. The following activities are offered as part of the Customer Success Service:

- Designating a Technical Account Manager (TAM) for the client through the term of the contract
- Scheduling and leading discussions around key onboarding milestones
- Providing partner learning path training for up to six users annually
- Up to 30 hours of TAM consulting with the client to either aid in the onboarding and configuration of the platform, or to aid in the ongoing usage and adoption of the platform.
- Conducting an Executive Business Review (EBR) at a minimum of once per year, to focus on Aria Cost powered by CloudHealth adoption and value realization.
- Scheduling check-in calls with the TAM at a minimum of once per quarter
- Providing client ongoing technical support for unlimited client contacts via email and web ticket submission
- Providing access to new features still in preview or private beta, based on eligibility
- Sharing roadmap presentations from Product Management team upon request

### Q. What are the client responsibilities as part of the Customer Success Service?

- A. The client is responsible for the following:
- Designating roles on their team for an Executive Sponsor, a Program Lead and a Technical contact
  - Setting up client's customer cloud environments and configure, maintain, and use Aria Cost powered by CloudHealth
  - Coordinating the scheduling and participation of training
  - Participating in the Executive Business Reviews

**Q. What are the main service deliverables for the Customer Success Service?**

- A. Aria Cost powered by CloudHealth will provide the following deliverables:
- Kick-off meeting presentation
  - Executive Business Review presentations
  - Product Roadmap presentations

**Q. How much do Aria Cost powered by CloudHealth and Aria Cost powered by CloudHealth Customer Success Service cost?**

- A. The pricing for Aria Cost powered by CloudHealth and Aria Cost powered by CloudHealth Customer Success Service is available in the [Pricing Handbook](#).

[Aria Cost powered by CloudHealth on VMware Cloud Partner Navigator](#)

**Q. Will Aria Cost powered by CloudHealth be available as a service offering on VMware Cloud Partner Navigator?**

- A. Yes. With Aria Cost powered by CloudHealth available on Cloud Partner Navigator, partners can deploy, transact and provision Aria Cost powered by CloudHealth to their end customers.

**Q. How do we onboard the service tile for Aria Cost powered by CloudHealth on VMware Cloud Partner Navigator?**

- A. Review the demo [video](#) and Cloud Services Provider - SaaS Operations [Handbook](#).

**Q. Is the provider org creation process same as that for other services on Navigator?**

- A. Yes. The provider org creation process is exactly the same. Please review the detailed demo on "Creation of Provider Org" on our website that contains all Navigator\* resources [here](#). \*Videos still based on Cloud Provider Hub.

**Q. How is customer management done for Aria Cost powered by CloudHealth?**

- A. Customer onboarding process can be viewed and managed via Aria Cost powered by CloudHealth

interface. For step by step instructions, refer to the Aria cost powered by CloudHealth [Help Center](#): (requires platform login)

**Q. What is the support process for cloud services partners for Aria Cost powered by CloudHealth?**

- A. For Aria Cost powered by CloudHealth support, partners can open a ticket via the Aria Cost powered by CloudHealth console. Cloud Services Providers - SaaS partners can also choose to purchase customer success services.

**Q. How can I manage the usage consumption for my end customers as a Cloud Services Provider – SaaS partner?**

- A. Usage chargeback for your customers can be viewed and managed via Aria Cost powered by CloudHealth. For further details on this functionality, refer to the Aria Cost powered by CloudHealth [Help Center](#). (requires platform login).

[Release and Operations](#)

**Q. How do I get billed for Aria Cost powered by CloudHealth?**

- A. Partners who have Cloud Services Provider - SaaS commit contracts must validate their usage in the corresponding Monthly Billing Order in the Commerce Portal by the 10th day of every month and submit the report to the Aggregator by the 15th. Refer to the CSP-SaaS Aria Cost powered by CloudHealth Operations [Handbook](#) for details. You can refer to [this](#) blog or [this](#) documentation to learn more about the Commerce Portal.

**Q. How do Cloud Services Providers get started with Aria Cost powered by CloudHealth?**

- A. Refer to the Cloud Services Provider – SaaS Aria Cost powered by CloudHealth [webpage](#), [Operations Handbook](#), and [solution brief](#).

