

VMware Cloud Disaster Recovery on Cloud Partner Navigator

Frequently Asked Questions

General Questions

Q. What is VMware Cloud Disaster Recovery?

A. [VMware Cloud Disaster Recovery](#) is an on-demand DR product, delivered as an easy-to-use SaaS solution, with cloud economics. It combines cost-efficient cloud storage with SaaS-based management to deliver IT resiliency at scale, through simple testing and orchestration of failover and failback plans. Customers benefit from a 'pay when you need' failover capacity model for DR resources. VMware Cloud Disaster Recovery enables partners to help customers optimally assess and balance their technical capabilities in the cloud, strengthening business resilience in the face of data loss threats such as ransomware whilst making the process more time and cost efficient.

Q. What is VMware Ransomware Recovery for VMware Cloud Disaster Recovery?

A. [VMware Ransomware Recovery](#) VMware Ransomware Recovery is a purpose-built ransomware recovery as-a-service solution that extends our existing VMware Cloud DR offering delivering the following capabilities:

- Provides air-gapped immutable cloud-based VMDK backups from which users can protect and then recover their VMDKs and data
- A guided ransomware recovery workflow that guides users through the end-to-end process across identification, validation and restore of recovery points
- Guided restore point selection that surfaces metrics such as VMDK rate of change and file entropy to inform selection of recovery point candidates
- Embedded NGAV and behavioral analysis of powered-on workloads in an on-demand, VMware-managed Isolated Recovery Environment (IRE)
- Push-button VM network isolation levels to prevent reinfection during restore point validation in the IRE

This is integrated into the VMware Cloud DR UI, and all of these workflows and features can be invoked directly from there.

Q. Where can I learn more about the solution?

A. Partners can learn more about VMware Cloud Disaster Recovery by accessing the [MSP webpage](#), [product webpage](#), [product FAQs](#), or by reaching out to a sales representative.

More information on Ransomware Recovery can be found at vmware.com/go/ransomware

Q. How can partners leverage VMware Cloud Disaster Recovery as an MSP offering?

A. Partners can leverage the benefits of VMware Cloud Disaster Recovery to offer customers an end-to-end VMware DRaaS solution that is tightly integrated with VMware Cloud on AWS, delivers fast recovery times, low Recovery Point Objective (RPOs), and leverages cloud economics to deliver low total cost of ownership.

Q. How does VMware Cloud Disaster Recovery add value to partners?

A. Partners can accelerate and operationalize their customer's DR journey by offering professional services to plan, define, configure, test, and operate a VMware Cloud DR-based design, improving their customer relationships by addressing this critical business resiliency need. Adding VMware Ransomware Recovery allows partners to offer a full Ransomware Recovery as a Service solution.

Getting Started

Q. How do partners get started?

A. To start transacting VMware Cloud Disaster Recovery, VMware Ransomware Recovery or other MSP services, follow the steps in the [VMware MSP End-to-End Getting Started Guide](#).

Q. Is there any training requirement for VMware Cloud Disaster Recovery?

A. No training is required for VMware Cloud Disaster Recovery. Partners do need to achieve a solution competency before being able to resell VMware Cloud

on AWS. For more information, read the VMware MSP End-to-End Getting Started Guide.

Support & Additional Resources

Q. How can partners get support when using VMware Cloud Disaster Recovery?

A. MSPs are responsible for support for their customers. All service incidents and supporting tickets can be routed via Cloud Partner Navigator, where the service is managed.

For product, technical, and non-technical support related to VMware Cloud DR, 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.

For contract, usage, billing, additional license order related support, partners can raise a ticket within the commerce portal.

Q. What Service Level Agreement (SLA) is offered for VMware Cloud Disaster Recovery?

A. Please refer to the Service Level Agreement document for VMware Cloud Disaster Recovery [available here](#).

Q. Where can partners find the terms and conditions for using VMware Cloud Disaster Recovery?

A. Please refer to the VMware Terms of Service for cloud service offerings, and the [service description for VMware Cloud Disaster Recovery](#).

Commercial Questions

Q. How will partners get billed for the consumption of the service?

A. Partners who have MSP commit contracts must validate usage in the corresponding Monthly Billing Order (MBO) in the Commerce Portal by the 10th day of every month and submit the report to the Aggregator by the 15th day of the month, who will invoice the cloud provider.

Q. Where can partners find the price for VMware Cloud Disaster Recovery?

A. Partners can find the details in the [pricing handbook](#). Please reach out to AWS for the pricing for AWS Resell route. You can also get VMware Cloud DR pricing details [here](#).

Ransomware Recovery Is licensed per protected VM.

Q. Who can buy VMware Cloud Disaster Recovery?

A. Only VMware cloud providers who have signed up for the MSP agreement and have a VMware Cloud on AWS commit contract can purchase VMware Cloud Disaster Recovery service. Service providers must have both a VMware Cloud on AWS commit contract and a VMware Cloud Disaster Recovery commit contract in place.

Q. When will partners pay for VMware Cloud Disaster Recovery service?

- A. Partners will be charged for the service at the following points:
- When they purchase a 1-year or 3-year committed term subscription for the data capacity portion of the service, they will be charged upfront for the full amount of the one- or three-year subscription. They can also choose to pay monthly for the one- or three-year subscription, in which case they will be charged every month until the end of their subscription term.
 - Every month, they will be charged in arrears for any metered data capacity usage that exceeds their active committed term subscriptions.

Q. Can partners try out the service before committing to a long-term subscription?

- A. A paid pilot is available for partners that is metered hourly and billed monthly. Please reach out to your aggregator or sales representative for details and note the below restrictions for the pilot:
- The pilot offers 5 TiB capacity and up to 25 VMs to protect. Additional charges are applied if these numbers are exceeded.
 - The pilot cannot be used for longer than 6 contiguous months
 - The paid pilot automatically ends when the first term subscription is created in the same geo
 - Only one paid pilot per org is available at a time (single one across all regions)

Q. Can a partner get a paid pilot for every customer org?

A. Yes, the partner can get a paid pilot for every customer org.

Q. How can the pilot be disabled?

A. The paid pilot is terminated when the customer purchases a new subscription. For other cases, please consult your VMware sales representative.

Q. If the customer purchases VMware Cloud on AWS directly, can that SDDC be used as a DR site with a cloud provider org in Cloud Partner Navigator?

A. Both VMware Cloud Disaster Recovery and VMware Cloud on AWS need to be enabled in the same organization.

Q. Does the paid pilot offer the full feature set of VMware Cloud Disaster Recovery?

A. Yes, there is no limitation to the functionality of the product.

Q. Does the VMware Cloud Disaster Recovery pricing include VMware Cloud on AWS hosts?

A. No, partners must separately purchase the VMware Cloud on AWS hosts required for DR testing and recovery of the protected VMs. VMware Cloud on AWS hosts are not included in VMware Cloud Disaster Recovery pricing. More information about host pricing can be found on the VMware Cloud on AWS pricing page.

Business Operations

Q. How do MSPs get started with VMware Cloud Disaster Recovery?

A. Refer to the MSP [Operations Handbook](#), the VMware Cloud Disaster Recovery [Solution Brief](#), the [Getting started](#) with Cloud Partner Navigator or [Using Cloud Partner Navigator](#) documentation. MSPs can also refer to the resources on our MSP [webpage](#), and access the Navigator [Partner Connect](#) page, VMware Cloud DR [product page](#), VMware Cloud DR [tech zone](#) or the VMware Cloud DR [product FAQ](#).