



VMware Partner Connect Managed Service Provider Operations Handbook

vRealize Network Insight Cloud

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VMware Cloud Provider Hub Overview

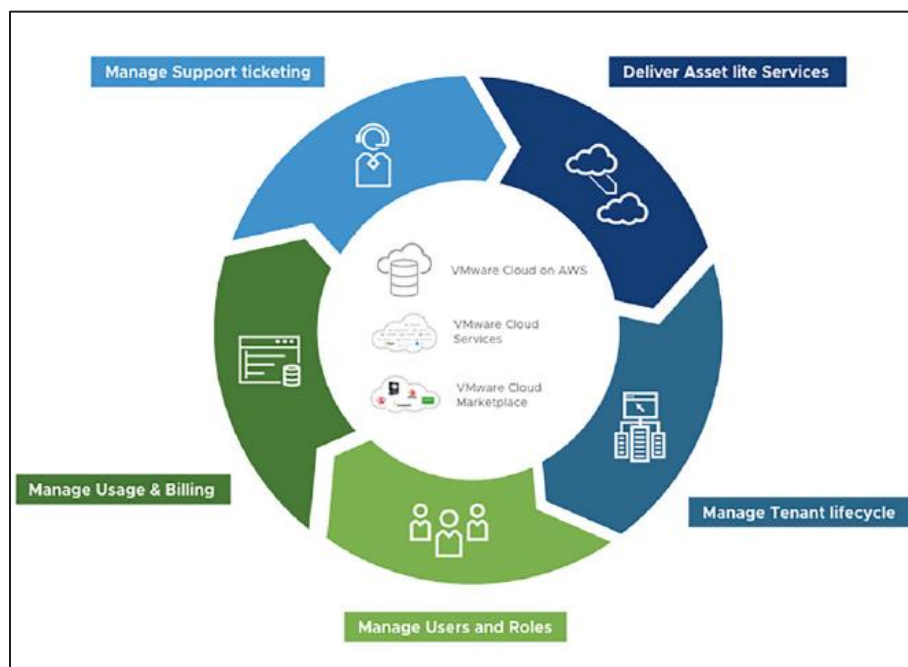
Customers are increasingly turning to public cloud and cloud services to solve their IT challenges. Cloud providers help customers start the multi-cloud journey with skills, operations, scale, and managed services. However, cloud providers face challenges with multi-cloud complexities such as siloed operations, custom tooling, high operations costs and increased investment in service management solutions.

VMware Cloud Provider Hub is a centralized portal for VMware cloud provider partners to purchase, provision, and manage VMware XaaS offerings. Cloud Provider Hub enables end-to-end customer lifecycle management, which is a foundation for delivering managed services, and expansion of partners' managed services portfolio with VMware XaaS offerings.

Cloud Provider Hub Benefits:

- **Rapid Service Introduction** - Partners looking to expand their business and address a larger set of customer demands can leverage the centralized, extensible portal to quickly transact, deploy and manage VMware XaaS offerings.
- **Increased Customer Experience** - Self-service capabilities for both the customer and cloud provider allow customers to easily monitor and control their services while cloud providers benefit from granular controls.
- **Greater Operational Efficiency**: Unified management helps partners expand their managed services portfolio to asset-light VMware cloud deployments.

To learn more about Cloud Provider Hub access our documentation [here](#) and [here](#).



Introduction to VMware vRealize® Network Insight™ Cloud service

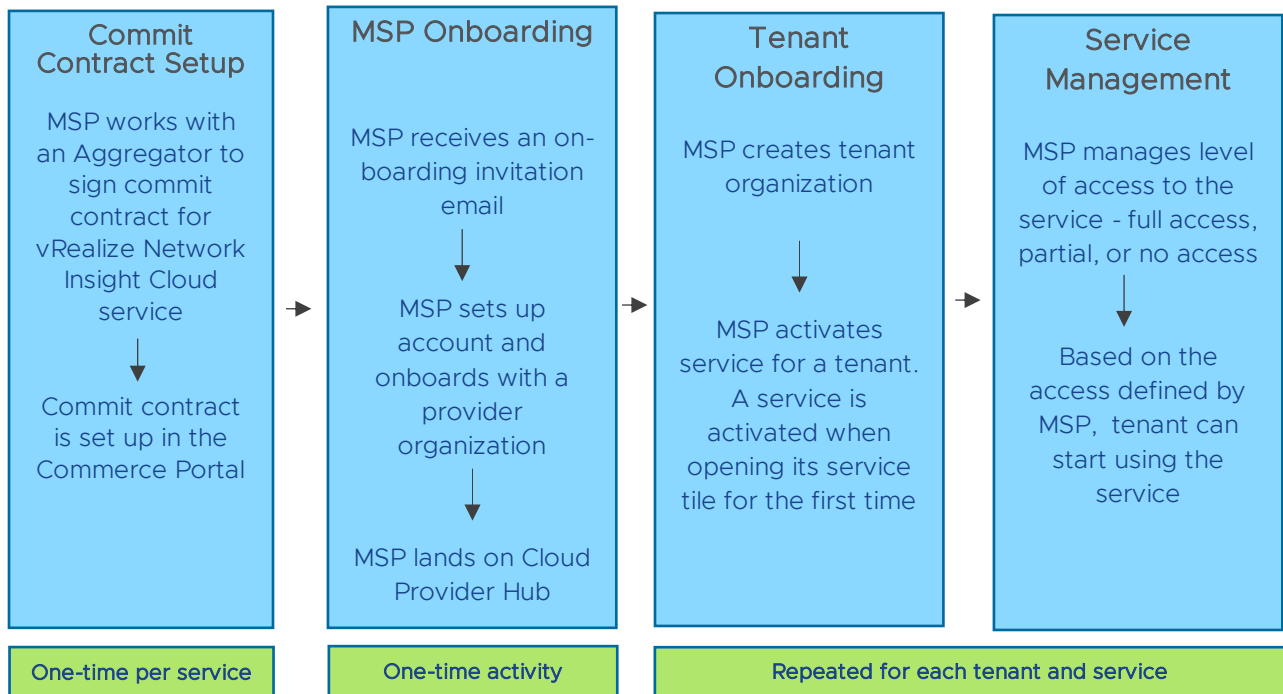
VMware vRealize® Network Insight™ Cloud is VMware’s solution for end-to-end network visibility, troubleshooting, and predictive analytics. vRealize Network Insight Cloud supports use cases across the Software Defined Data Center, VMware SD-WAN™ by VeloCloud®, VMware Cloud on AWS, Azure, AWS, and Kubernetes. vRealize Network Insight Cloud’s analytics minimizes risk during application migrations, optimizes network performance, and confidently manages the scaling of NSX deployments. It helps build optimized, highly available, and more secure network infrastructure across hybrid and multi-cloud environments.

Onboarding to VMware Cloud Provider Hub with a Provider Organization

Pre-requisite:

Before onboarding to Cloud Provider Hub, you must have:

- At least one active commit contract in the Commerce Portal for one of the available services
- A valid VMware ID which is associated with an active commit contract
- Receipt of the provider organization invitation email



If you haven't onboarded to **Cloud Provider Hub**, refer to the "[How do I onboard my provider organization](#)" section, in the official documentation of **Cloud Provider Hub**.

If you have already onboarded your provider organization using another MSP commit contract, then the **vRealize Network Insight Cloud** service tile will become available under "**Services Available for Provisioning**", once you sign a commit contract for it in the **VMware Cloud Provider Commerce Portal**.

Once you are in Cloud Provider Hub, you will be given the role of a provider administrator, granting you full access to all Cloud Provider Hub functionalities:

- Tenant management
- Service management
- User management
- Usage
- Support management

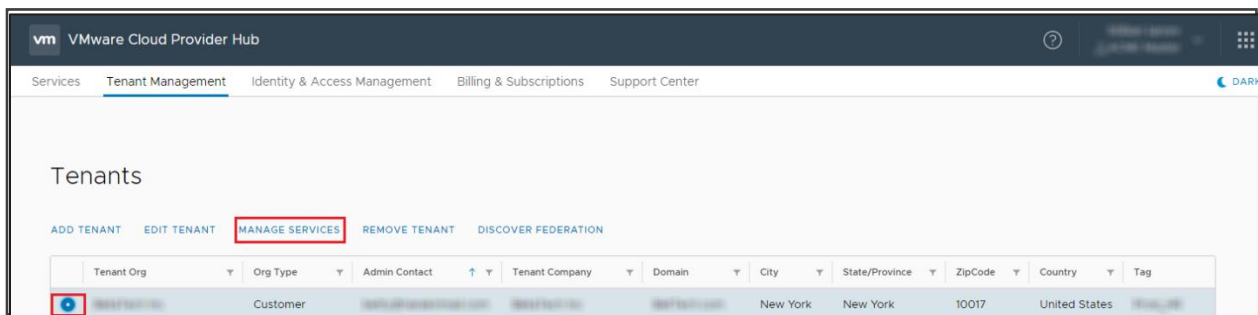
Tenant Management

Tenant creation and management for vRealize Network Insight Cloud in Cloud Provider Hub is done according to the general tenant management procedures. For information about creating and managing tenants in Cloud Provider Hub, see "[How do I manage tenants as a Service Provider](#)".

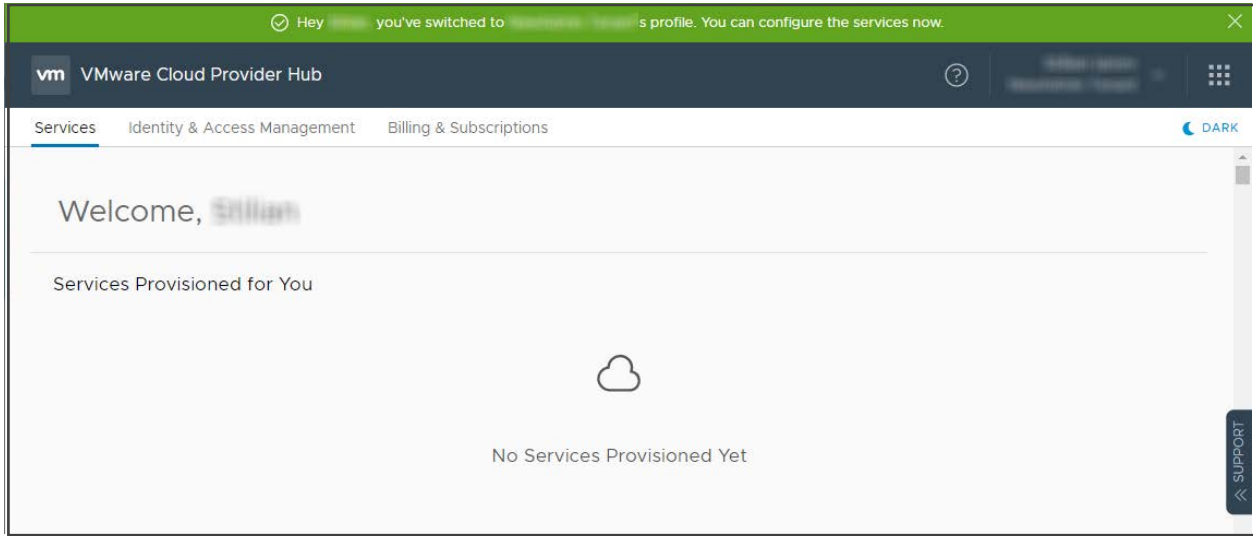
Service Provisioning & Management

Once you have added a tenant organization, you can start provisioning and managing its services:

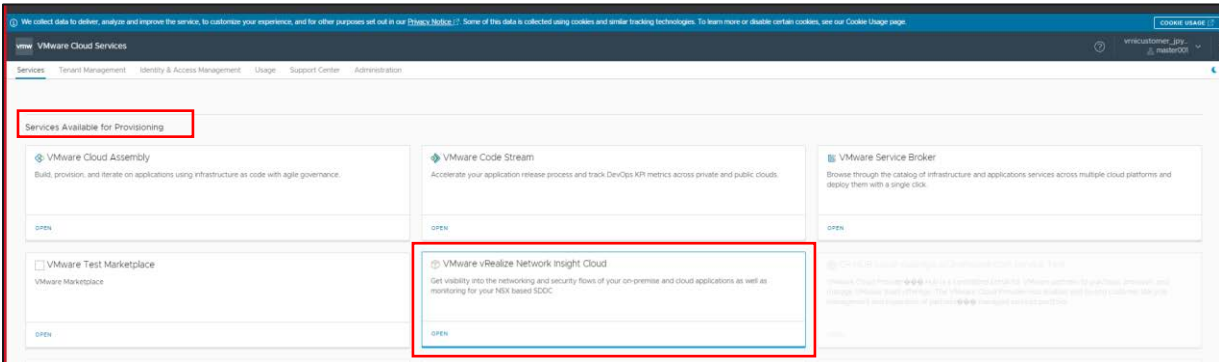
1. On the Cloud Provider Hub toolbar, click "**Tenant Management**".
2. Select the tenant that you want to provide a service for and click "**Manage Services**".



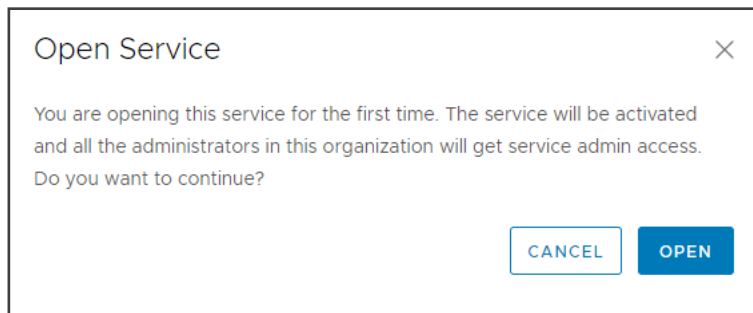
You are redirected to the tenant organization portal.



- From the list of services available for provisioning, you will see **vRealize Network Insight Cloud** service tile.



- Clicking **Open** activates the **vRealize Network Insight Cloud** service for the tenant.



Purchasing Subscriptions

1. After the provider enables vRealize Network Insight Cloud for the tenant or for self use, by default, the service is enabled with an on-demand subscription in Cloud Provider Hub. The tenant starts using the service and configures Network sources. The usage consumption will be metered and service will be billed at on-demand pricing on a monthly basis. However, if you would like to take advantage of getting a better price by purchasing Term Subscription, contact your account executive and send an email to cs-cmbu@vmware.com. The team will help to create the Term Commit Subscription for vRealize Network Insight Cloud service, based on the CPUs that the tenant wants to consume, to avoid charges at on-demand pricing.

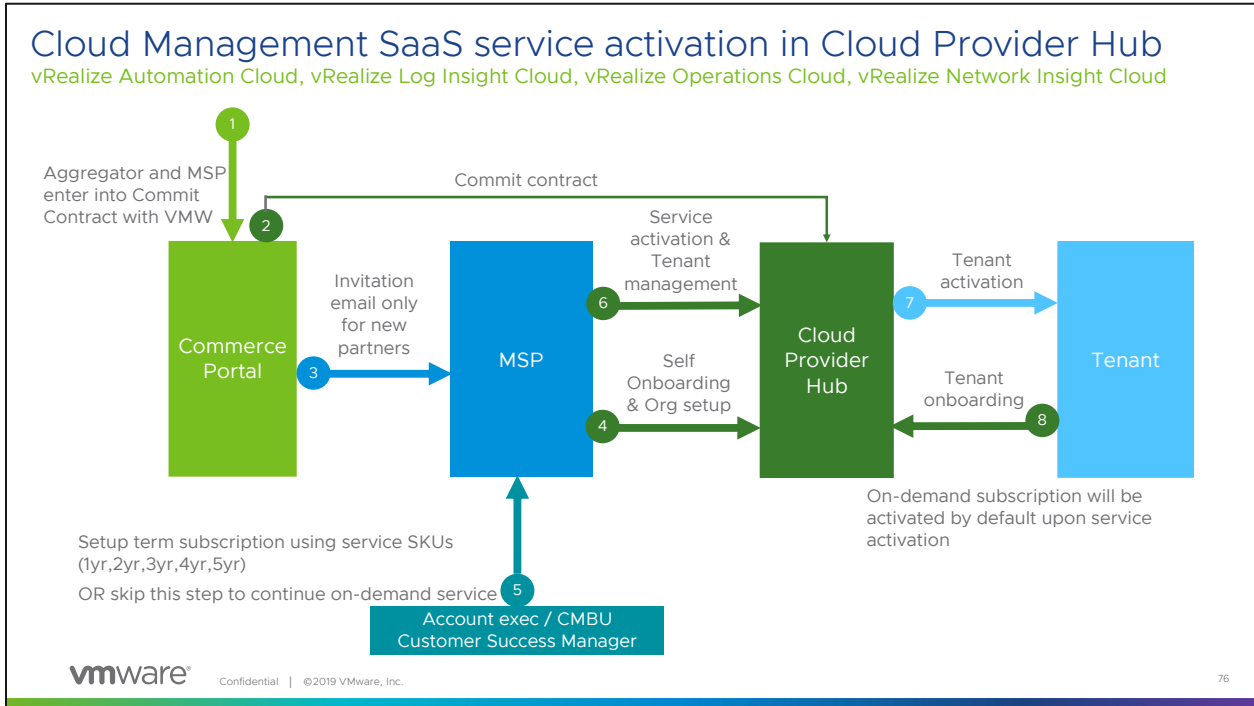
Purchasing vRealize Network Insight Cloud Service Subscription

SD-WAN:

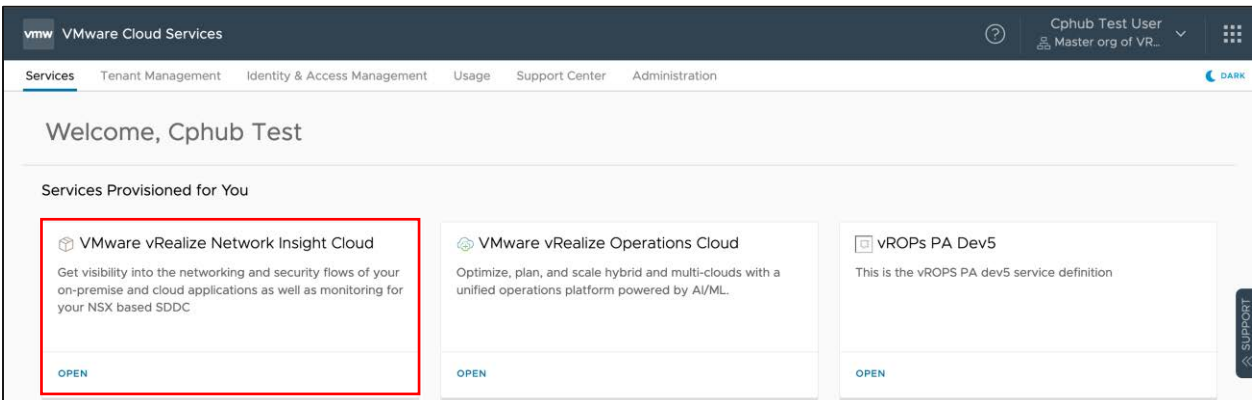
- vRealize Network Insight Cloud add-on for VMware SD-WAN purchasing options match the current VMware SD-WAN options.
- Paid Upfront: With upfront payment, cloud providers can make a commitment and pay upfront for either a 1-year, 3-year, or 5-year commitment, with the SD-WAN bandwidth and will get a discounted price as compared to on-demand pricing. Additional MSP discounts are applicable based on the commit level.
- VMware SD-WAN does not have an On-demand subscription.

Data Center:

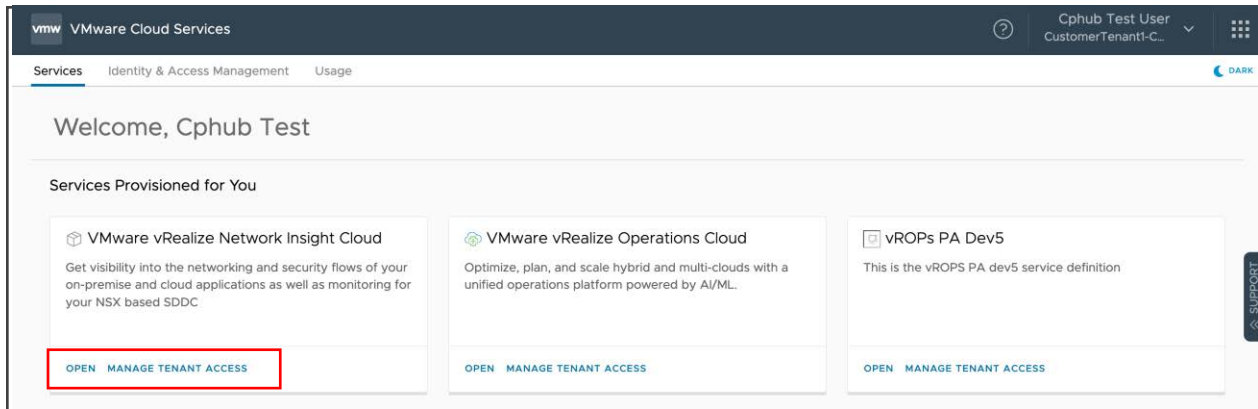
- vRealize Network Insight Cloud purchasing options is based on CPU and term.
- Paid Upfront: With upfront payment, cloud providers can make a commitment and pay upfront for either a 1-year, 2-year, 3-year, 4-year, or 5-year commitment and will get a discounted price as compared to on-demand pricing. Additional MSP discounts are applicable based on commit level.
- On-demand subscription is a pure pay-as-you-go service, and cloud providers will be charged for hourly usage, billed on a monthly basis. Overage charges are based on the on-demand pricing.



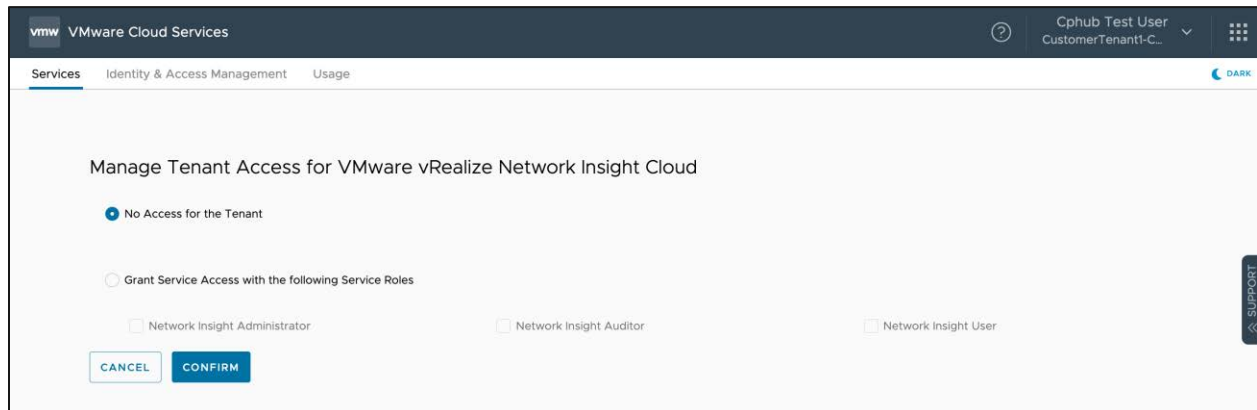
- Once a service is activated for a tenant organization, it becomes listed under **“Services Provisioned for You”**.



- Next the provider will need to grant appropriate access permissions to manage and operate on this org. To do so, the provider needs to navigate to the new org and click on the **“Open Manage Tenant Access”** button.



4. And select “Grant Service Access with the following Service Roles” including ‘**Network Insight Administrator**’, ‘**Network Insight Auditor**’ and ‘**Network Insight User**’ as below:



Note: The access is defined on an organizational level, so all users in that organization will have that access.

When using vRealize Network Insight Cloud services, please ensure that the service tile has been provisioned, as billing & usage reporting is associated with the aforementioned service component.

5. Term commit subscription expires at the end of each term. Partners can renegotiate renewing their subscription with their account executive before expiry so that partners are not billed with the on-demand pricing.

User Management

You can start adding users to your organization and assigning roles to them. For information about roles, access the documentation here: [Roles and permissions in VMware Cloud Provider Hub](#). For information about how to manage users, refer to [User management](#).

Usage

Bills are spooled in the VMware Cloud Provider Commerce Portal in monthly arrears. Cost is based on the billing metric of the number of OSIs per month under management by vRealize Network Insight Cloud service.

Partners who have MSP commit contracts must validate 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.

Viewing prior Usage

As a service provider with the applicable role, you can check the usage consumption of a service accrued by you or your tenants. For information about viewing the prior usage of provider or tenant organizations, refer to [“View usage for tenants”](#).

Support Model

For product, technical and non-technical support related to vRealize Network Insight Cloud service, partners can:

- Open a support ticket via the support center of Cloud Provider Hub
- Use the chat functionality in the console
- Call us

For contract, usage, billing, and additional license order related support, partners can raise a ticket within the Commerce Portal.

For more information about managing support and contacting our support teams, please refer to the below docs:

- [How do I manage support for my tenants?](#)
- [How do I contact VMware technical support through the chat functionality?](#)
- [How do I create a support request on behalf of a tenant?](#)

Useful Links

Useful Resources	
Getting Started with Cloud Provider Hub	Using Cloud Provider Hub
vRealize Network Insight Cloud on Cloud Provider Hub Webpage	vRealize Network Insight Cloud on Cloud Provider Hub FAQ
vRealize Network Insight Cloud Solution Brief	MSP Pricing Guide
Getting started with vRealize Network Insight Cloud	vRealize Network Insight Cloud Webpage
vRealize Network Insight Cloud FAQ	

