VMware Partner Connect Managed Service Provider Operations Handbook

vRealize Operations 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 the cloud provider, allows 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.

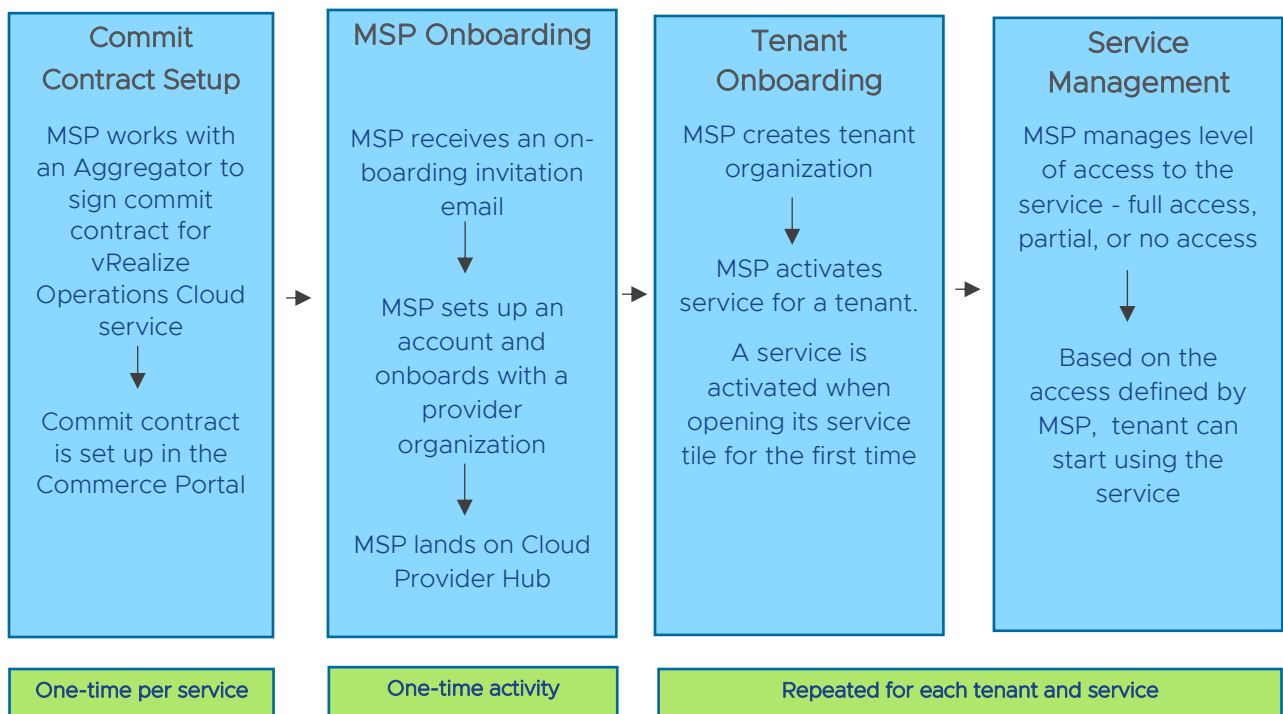## Introduction to VMware vRealize® Operations™ Cloud Service

vRealize® Operations™ Cloud delivers self-driving operations, from apps to infrastructure, to optimize, plan and scale hybrid cloud and multiple public clouds. Powered by AI, it helps IT run production operations hands-off and hassle-free, with a unified operations platform. vRealize Operations Cloud delivers continuous performance optimization, efficient capacity and cost management, proactive planning, intelligent remediation and integrated compliance as a VMware Cloud service.

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

Commit Contract Setup	MSP Onboarding	Tenant Onboarding	Service Management
MSP works with an Aggregator to sign commit contract for vRealize Operations Cloud service ↓ Commit contract is set up in the Commerce Portal	MSP receives an on-boarding invitation email ↓ MSP sets up an account and onboards with a provider organization ↓ MSP lands on Cloud Provider Hub	MSP creates tenant organization ↓ MSP activates service for a tenant. A service is activated when opening its service tile for the first time	MSP manages level of access to the service - full access, partial, or no access ↓ Based on the access defined by MSP, tenant can start using the service
One-time per service	**One-time activity**	**Repeated for each tenant and service**	

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 Operations Cloud** service tile will become available under **"Services Available for Provisioning", on Cloud Provider Hub,** 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 Operations 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".

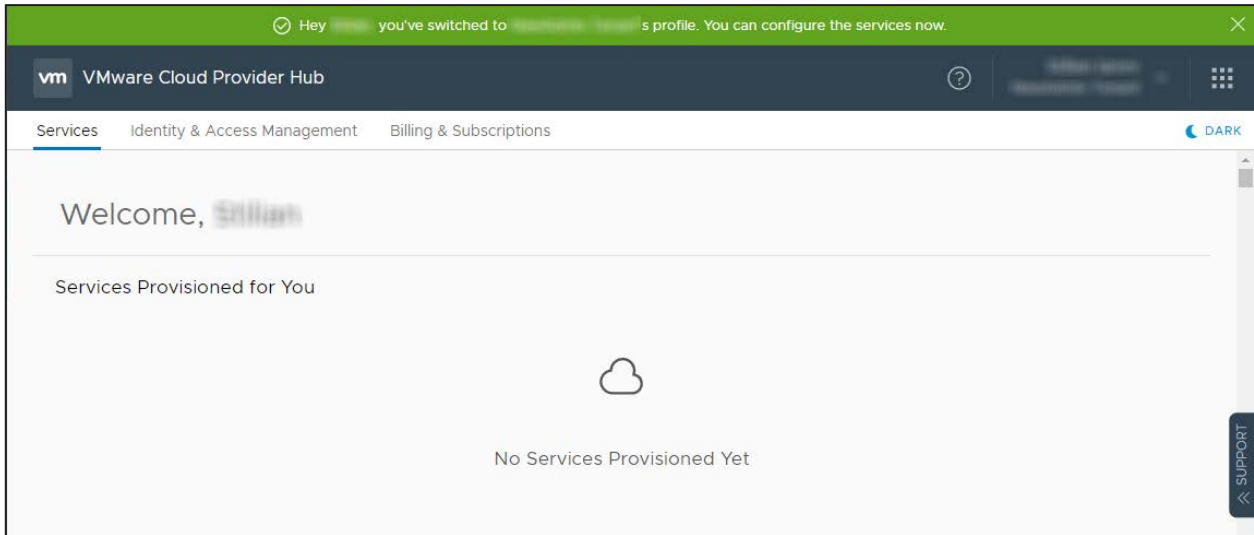## Service Provisioning & Management

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".
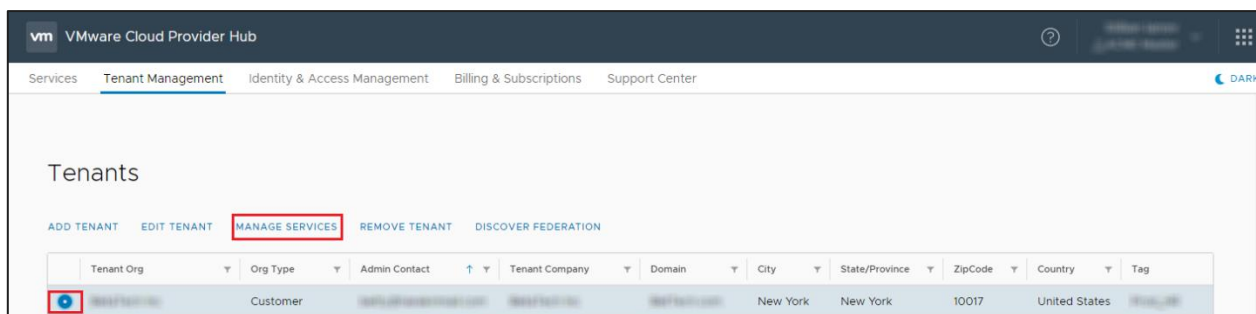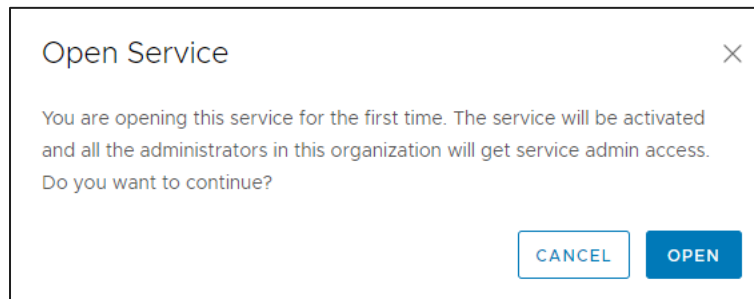

You are redirected to the tenant organization portal.

3. From the list of services available for provisioning, you will see **vRealize Operations Cloud** service tile.
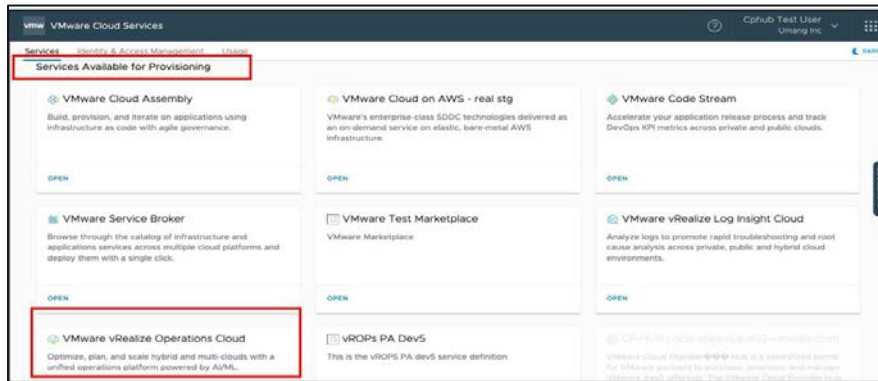
4. Clicking **Open** activates the **vRealize Operations Cloud** service for the tenant.

Purchasing Subscriptions

1. After the provider enables vRealize Operations 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 their cloud accounts. 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 Operations Cloud service, based on the OSIs that the tenant wants to consume, to avoid charges at on-demand pricing.

	List Price Per OSI	Savings Over On-demand	Overage	Billing	Support
On-demand	$0.0304/hour	N/A	N/A	Monthly	Included
1-year	$13.95/month	Up to 35%	At on-demand price	Paid upfront	Included
2-Year	$13.95/month	Up to 35%	At on-demand price	Paid upfront	Included
3-Year	$11.95/month	Up to 45%	At on-demand price	Paid upfront	Included
4-Year	$11.95/month	Up to 45%	At on-demand price	Paid upfront	Included
5-Year	$11.95/month	Up to 45%	At on-demand price	Paid upfront	Included

PRICING NOTES

- List price shown is only in US Dollars.

OSI Definition:
1 OSI = 1 Virtual machine
1 OSI = On-prem / public cloud database instances
1 OSI = 1 Public cloud compute instance (AWS, Microsoft Azure, Google Cloud Platform)
1 OSI = 1 Kubernetes worker node
1 OSI = 1 Physical OS, such as AIX, HPUX, etc. (vROps only)
1 OSI = 1 Any other object brought in via API (vROps only)
1 OSI = 1 Management pack (BYO): STD and ADV will consume 1 OSI and ENT will use 2 OSIs (vROps only)
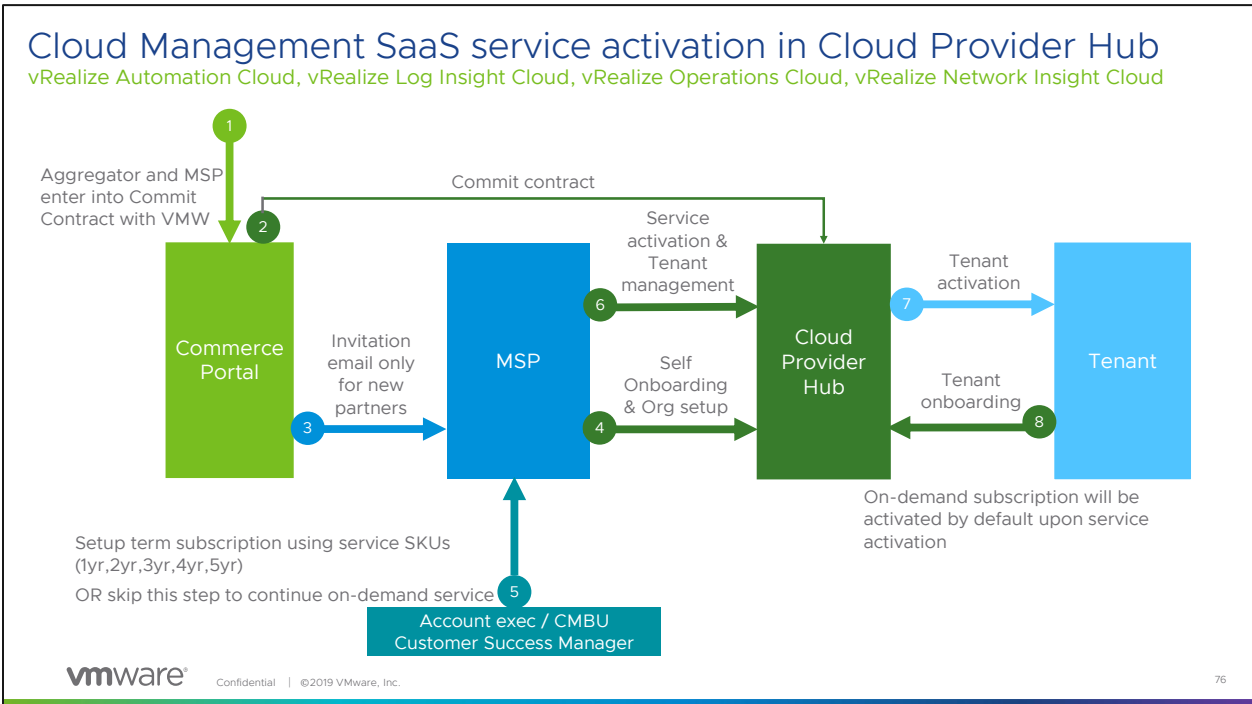12 OSI = 1 CPU of vRealize Operations

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Purchasing vRealize Operations Cloud Service Subscription –

- Paid Upfront: With upfront payment, the cloud provider 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 the commit level.
- On-demand Subscription: It is purely a pay-as-you-go service, and the cloud provider will be charged for hourly usage, billed on a monthly basis.

Cloud Management SaaS service activation in Cloud Provider Hub
vRealize Automation Cloud, vRealize Log Insight Cloud, vRealize Operations Cloud, vRealize Network Insight Cloud

2. Once a service is activated for a tenant organization it becomes listed under "**Services Provisioned for You**".
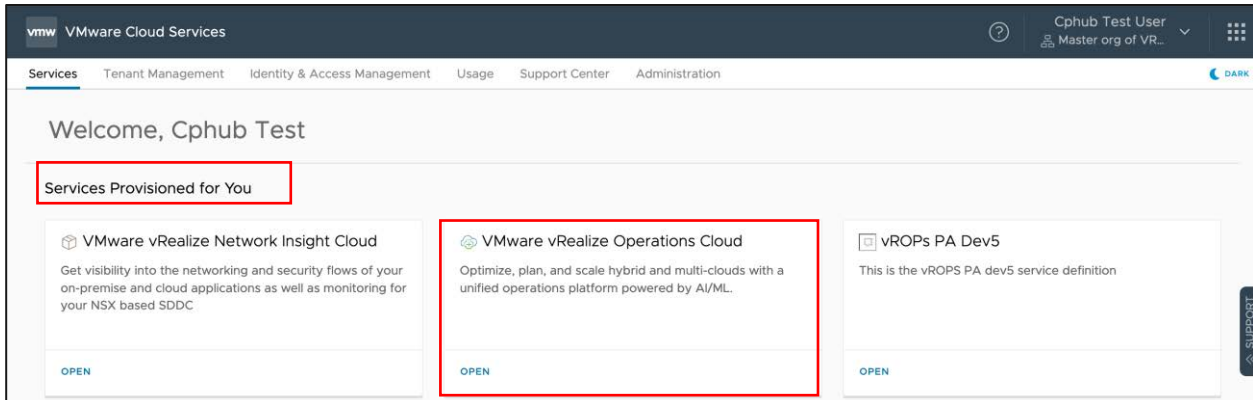
3. Note that **if term commit subscription is not setup for the service,** by default the service is enabled with an on-demand subscription in Cloud Provider Hub.

4. 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 open the "**Manage Tenant Access**" button.
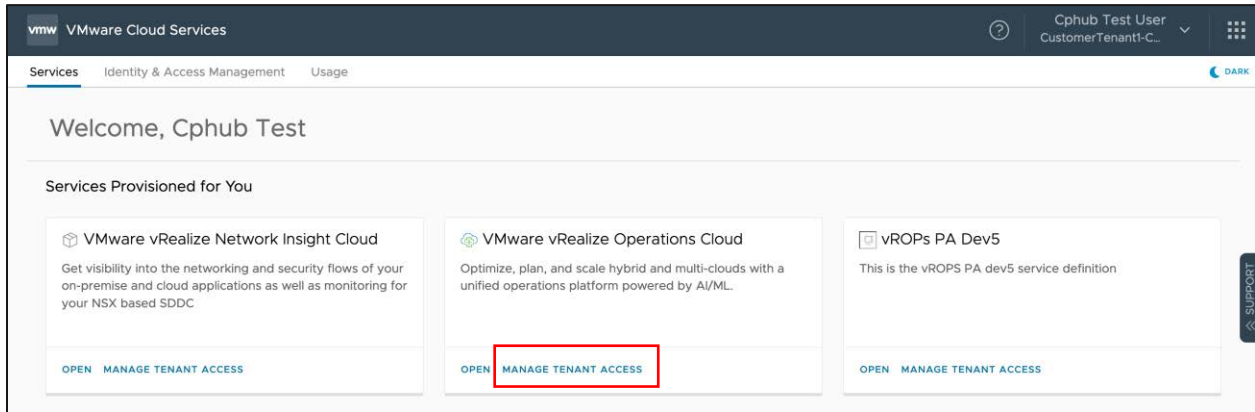
5. And "Grant Service Access" enables providers to allow appropriate access levels, including 'vROps Administrator', 'vROps Read Only' and 'vROps User' as below:
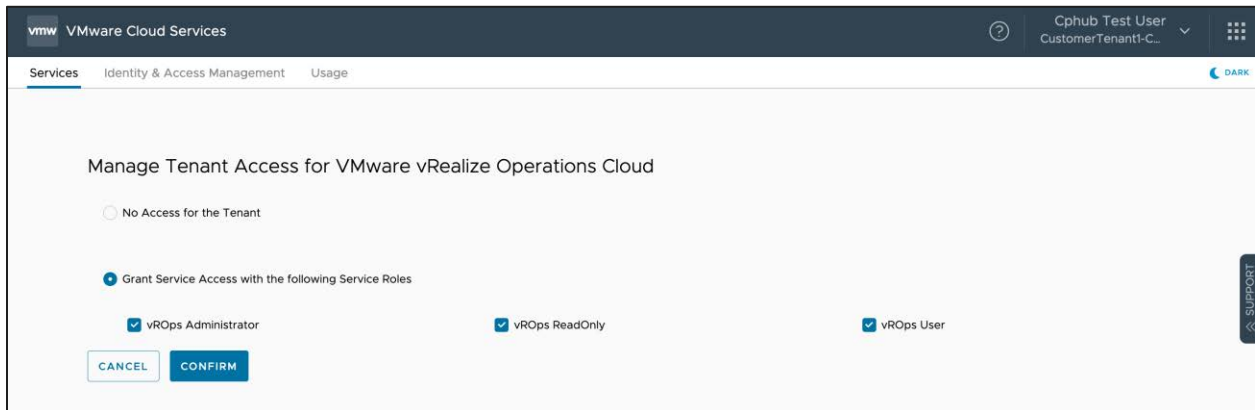
Note: The access is defined on an organizational level, so all users in that organization will have that access.

When using vRealize Operations Cloud Services, please note that billing & usage reporting is associated with the aforementioned service component that is activated.

When a tenant logs into Cloud Provider Hub for the first time, after you've activated the service for them, they will see the associated service tiles under "**Services Provisioned for You**". The tenant can then open the service tiles and proceed with setting up the services for their organization.

6. 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 Operations Cloud service.

Partners who have MSP commit contracts must validate usage in the corresponding Monthly Billing Order on 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, see "View usage for tenants".

Support Model for Managed Services

For product, technical and non-technical support related to vRealize Operations Cloud, 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 mange 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?

Service Notification:

Notifications regarding maintenance, overage and subscription expiration will be sent via email and in-product notifications. These notifications are sent only to the users with the provider_admin and provider_ops_admin roles.

Useful Links

Useful Resources	
Getting Started with Cloud Provider Hub	Using Cloud Provider Hub
vRealize Operations Cloud on Cloud Provider Hub Webpage	vRealize Operations Cloud on Cloud Provider Hub FAQ
vRealize Operations Cloud Solution Brief	MSP Pricing Guide
Watch this video on vROps Cloud	Getting started with vROps Cloud
vRealize Operations Cloud Webpage	vRealize Operations Cloud FAQ