



VMware Billing Rules Service for CloudHealth

At a glance

Near real-time line-item level discounting of customer's costs based on customer-defined rules. Typically used to reflect customer's EDP contract.

Key benefits

- Transforms your costs at a line-item level
- Applied nightly at an AWS product and region level
- Implementation of rules as defined and the addition / removal of services, master accounts, or regions provided for up to one year

SKU

CH-PSD-C
CH-PSE-C

Business challenge

Public cloud pricing models and billing are anything but simple.

Many companies struggle to understand their pricing agreements, are unable to see their costs being consistent with how they run their business and must wait weeks for accurate bills to arrive.

VMware has developed the Billing Rules Service to provide a flexible and powerful pricing engine that incorporates your unique AWS pricing model and reflects it in reporting. This allows for near real-time cost reporting and planning for key teams and stakeholders and gives you the ability to see your actual costs aligned with your data.

Services overview

CloudHealth® offers two levels of Billing Rules Services: a Simple Rules Service and a Complex Rules Service. The VMware Simple Rules Service allows you to apply a single percentage discount based on defined regions and products to your line-item billing amounts. The VMware Complex Rules Service includes the simple rules service, plus rules that include fixed rate pricing for services, conditional application of rules, or other unique rules. Supporting these rules requires additional review and advanced engineering support. Both services include the following components:

- Requirements review meeting with key stakeholders
- Billing Rules Requirements Document for review and approval
- Final acceptance review meeting to ensure proper implementation and understanding of the Billing Rules

Service delivery description and requirements

The VMware Billing Rules Service for CloudHealth will transform your costs at a line-item level as we load your data into the CloudHealth platform. These modifications are done as percentages and can be applied at an AWS product and region level as the process runs nightly.

This service provides the implementation of the rules as defined by customer, and the addition / removal of services, master accounts, or regions for up to one year.

Service activities

VMware Professional Services will perform the following activities as part of this service:

- Project kickoff call
- Requirements review
- Implementation of customer custom billing rules

Service deliverables

VMware Professional Services will provide the following deliverables as part of this service:

- Billing Rules Requirements Document that offers detailed definition of the customer rules
- Results from execution against staging environment for customer testing and review
- Billing Rules Usage Guide, an explanation of how to use billing rules within CloudHealth, to be provided at time of moving full set of code to production

These deliverables will provide the detailed requirements and act as the guide and agreement between VMware Professional Services and the customer as to what specifically will be implemented.

Estimated schedule

VMware estimates that the duration of this project will not exceed 8 weeks (2 months) for Simple Rules and 12 weeks (3 months) for Complex Rules. VMware will operate according to a schedule agreed to by both parties. Typically, services are performed during normal business hours and workdays (weekdays and non-holidays).

Customer responsibilities

Customer is responsible for the following as part of this service:

- Attendance in meetings, such as kickoff calls, reviews, etc.
- Requesting/receiving permission from AWS to share rules with VMware Professional Services, as covered in the mutual non-disclosure agreement between the three parties
- Population and approval of Billing Rules Requirement Document
- Testing and approval of provided sample to allow for final implementation
- Approval of rules as implemented in production environment
- Notification for any changes post implementation to the services, regions, or rules

- Assigning a project manager enabled to make decisions and provide the VMware Professional Services team with the information necessary to complete the work as described in this SOW
- Defining a project sponsor to act as a point of escalation

Assumptions

- It is preferred that all AWS accounts are configured with billing data and credits in the CloudHealth environment with at least three months history. If fewer than three months are available, the maximum available will be used, but presents a risk due to lack of data points upon which to test.
- Addition of new services or regions utilizing the same rules/percentages added after signoff of the project will be requested through support and not require an additional implementation / cost; changes beyond the addition or removal of services or regions as established in the requirements document will require a new implementation.
- The billing rules must already be in effect, or there will be an impact on abilities to test thoroughly.
- VMware Professional Services will utilize the Cost History report for purposes of testing.
- Expected deliverables will be communicated to customer within a mutually agreed upon timeframe to ensure quality and timeline are not jeopardized.
- Any work not expressly stated in this datasheet is considered out of scope.

Out of scope

The following are out of scope items for this service divided by section.

General

- Installation and configuration of custom or third-party applications and operating systems on deployed virtual machines
- Operating system administration including the operating system itself or any operating system features or components
- Management of change to virtual machines, operating systems, custom or third-party applications, databases, and administration of general network changes within the customer control
- Remediation work associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, or information supplied by customer
- Installation or configuration of VMware products not included in the scope of this document
- Installation and configuration of third-party software or other technical services that are not applicable to VMware components

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- Installation and configuration of customer-signed certificates
- Customer solution training other than the defined knowledge transfer session

Appendix

Service checklist

The following customer stakeholders are required to deliver this service:

- CloudHealth Program Manager

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