Overview Questions

Q. What is this announcement about Aria Operations for Applications (formerly Tanzu Observability) for Cloud Providers?
A. VMware has announced the general availability of Aria Operations for Applications for Cloud Providers. This announcement enables Cloud Providers to offer full-stack enterprise observability in a multi-cloud environment.

Q. What is Aria Operations for Applications?
A. VMware® Aria Operations for Applications is a SaaS-based monitoring and analytics platform that handles the high-scale requirements of modern applications on multi-cloud infrastructure. Aria Operations for Applications provides 3D observability, ingesting metrics, metric histograms, and distributed tracing in a single unified platform. Aria Operations for Applications speed, capabilities, and flexibility provide DevOps and developer teams real-time insights into the performance of their full stack, cloud-native environment.

Aria Operations for Applications analytics, query-driven alerts, interactive visualizations, open API, and 250+ integrations – all powered by a massively scalable time-series database – deliver “first pane of glass” visibility that helps DevOps teams detect performance anomalies and assure high availability of cloud applications. Developers can self-serve and adapt Aria Operations for Applications analytics to the unique needs of their product code while gaining complete visibility into its behavior and impact.

Q. Aria Operations for Applications is a cloud-enabled managed service. Does it operate in a VMware data center(s) or in public cloud?
A. Aria Operations for Applications operates on public cloud services. It is available in all GEOs.

Q. Can Aria Operations for Applications monitor on-premises based applications and infrastructure?
A. Yes, Aria Operations for Applications can monitor any combination of on-premises (private), hybrid, and public cloud-based applications and infrastructure.

Q. Does Aria Operations for Applications provide Kubernetes and container monitoring? Does it integrate with and monitor Tanzu Kubernetes Grid deployments?
A. Yes, Aria Operations for Applications monitors all popular Kubernetes implementations including Tanzu, PKS, OpenShift, Amazon EKS, Google Kubernetes Engine (GKE), and Azure Kubernetes Service (AKS). All are supported by Aria Operations for Applications enhanced Kubernetes Integration. To learn more, check out the Aria Operations for Applications blog.

Q. Can Aria Operations for Applications ingest and analyze log data?
A. Yes, Aria Operations for Applications is a unified observability platform, which helps correlate across metrics, events, logs, and traces (MELT) in a single pane of glass for faster troubleshooting by providing both out-of-the-box and user-configurable settings to tag logs, metrics, and traces with relevant sources, applications, and services.

Q. Is Aria Operations for Applications an APM solution like App Dynamics, Dynatrace or New Relic?
A. Aria Operations for Applications is the future of monitoring for modern apps, and therefore leapfrogs traditional APM vendors like Cisco’s App Dynamics, Dynatrace, or New Relic. If APM is already deployed in the account, Aria Operations for Applications can ingest telemetry from the APM and correlate it with all other data sources such as multi-cloud infrastructure. Key Aria Operations for Applications differentiators from APM tools include advanced analytics with correlation, long-term full granularity of data retention, and a minimal-footprint approach to app monitoring at very affordable
price points (particularly at scale). Aria Operations for Applications also provides integrations with popular APM tools.

Q. Does Aria Operations for Applications have any security certifications?
A. First, the Aria Operations for Applications platform does not reveal any PII information unless defined by the customer as such (this is different from log analysis tools which often retain PII data). But regardless, Aria Operations for Applications has successfully completed all requirements for the following security certifications:

- ISO 27001/27017/27018
- SOC 2 Type 1
- CSA STAR Level 1

Q. Does Aria Operations for Applications integrate with Tanzu Mission Control?
A. Aria Operations for Applications does integrate with Tanzu Mission Control to provide observability of clusters managed by Tanzu Mission Control. For details refer to Tanzu Mission Control documentation [here](#).

### Cloud Provider Questions

Q. When is Aria Operations for Applications Generally Available (GA) for Cloud Providers? Is the Aria Operations for Applications SKU transactable through the channel?
A. Aria Operations for Applications is generally available starting on January 9, 2023. This can be ordered as an MSP service and accessed via [Cloud Partner Navigator](#).

Q. Why is Aria Operations for Applications Important for Cloud Providers?
A. Aria Operations for Applications is a cloud-native observability platform that is purpose-built from the ground up to support the needs of modern cloud applications. With observability, providers and their customer tenants can quickly root cause undesired application behavior. It allows them to explore unknown 'unknowns', uncover trends, correlate data, and support digital business. Aria Operations for Applications has the potential to reduce the number of service outages, their impacts, and the severity incurred to users.

Q. How should a cloud provider position Aria Operations for Applications for their customers?
A. Cloud providers should position Aria Operations for Applications as a private, public, and multi-cloud full-stack monitoring and analytics platform that visualizes infrastructure, application, and user data to improve customer application availability, establish baseline performance, and identify and resolve performance anomalies.

Q. What Aria Operations for Applications services can the cloud provider monetize?
A. Cloud Providers can offer self-serviced full-stack observability for their multi-cloud customers, expanding on the set of cloud services such as Tanzu Standard and Tanzu Mission Control that they are currently offering to their customers. With over 250 application integrations, Aria Operations for Applications provides flexibility and agility to meet customer needs for monitoring and observability capabilities, helping to improve their application development, production, and serviceability lifecycle.

Q. How is Aria Operations for Applications differentiated vs. other VMware cloud management services like vRealize Operations Cloud or CloudHealth?
A. Aria Operations for Applications integrates with both **Aria Operations (formerly vRealize)** as well as **Aria Cost powered by CloudHealth**, allowing the applications to feed usage data to Aria Operations for Applications so operations teams can identify and better respond to infrastructure needs or challenges. By centralizing data to one source, cloud providers can scale their services for their customers. You can read more about these integrations in the blogs for each integration point [here](#), [here](#), and [here](#).
Q. How will Aria Operations for Applications be priced for Cloud Providers?
A. Aria Operations for Applications will be priced based on data throughput measurements captured per second (called points per second, or PPS). Providers will add subscriptions based on the thousands of PPS required for their customer workloads.

Q. What licensing options are available for Aria Operations for Applications?
A. Providers will be able to acquire subscription licenses of varying commitment levels.

Q. Does Aria Operations for Applications pricing include support?
A. Aria Operations for Applications comes with full VMware support.

Q. How can I sign up for an Aria Operations for Applications contract?
A. MSPs can communicate with their VMware aggregator partner or sales team.

Q. How do I deploy Aria Operations for Applications in my environment?
A. Aria Operations for Applications is deployed from the Cloud Partner Navigator portal.

Q. Where can I get more information about Aria Operations for Applications 250+ integrations?
A. Refer to this [web page for integrations](https://tanzu.vmware.com/content/vmware-aria-operations-for-applications) with Aria Operations for Applications.

---

### Learning and Training Resources

Q. How can I learn more about Aria Operations for Applications?
A. There are several resources available for cloud providers to learn about Aria Operations for Applications:

<table>
<thead>
<tr>
<th>Partner Connect</th>
<th>Aria Operations for Applications on Partner Connect</th>
</tr>
</thead>
<tbody>
<tr>
<td>Partner University</td>
<td>Aria Operations for Applications: Full-stack Observability for Multi-cloud Environments</td>
</tr>
<tr>
<td>VMware Education Services</td>
<td>Customer Connect Learning</td>
</tr>
<tr>
<td>Learning Zone</td>
<td>Aria Operations for Applications Overview</td>
</tr>
<tr>
<td>Cloud solutions website</td>
<td><a href="https://cloudsolutions.vmware.com/services/aria-operations-for-applications.html">https://cloudsolutions.vmware.com/services/aria-operations-for-applications.html</a></td>
</tr>
<tr>
<td>VMware Product website</td>
<td><a href="https://www.vmware.com/products/aria-operations-for-applications.html">https://www.vmware.com/products/aria-operations-for-applications.html</a></td>
</tr>
<tr>
<td>Aria Operations for Applications Resources</td>
<td><a href="https://tanzu.vmware.com/content/vmware-aria-operations-for-applications">https://tanzu.vmware.com/content/vmware-aria-operations-for-applications</a></td>
</tr>
</tbody>
</table>