

# Cloud Director service via AWS Strategic Resell

## Overview

### Q. What's new with Cloud Director via AWS Resell for MSPs?

A. AWS Resell for Managed Service Providers (MSPs) allows partners to purchase VMware Cloud on AWS and add-on services such as Cloud Director service through Amazon Web Services.

From now on, partners transacting through AWS can also purchase VMware Cloud Director service through AWS. This complements earlier announcement of multi-cloud services such as vRealize Automation Cloud, vRealize Operations Cloud and vRealize Network Insight Cloud. Partners can provision these services for their end customers through Cloud Partner Navigator.

### Q. What is the process for MSPs to get started?

A. Below is the process for MSPs to get started:

- MSPs identify customers with use cases aligned to Cloud Director Service and VMware Cloud on AWS and wanting to transact with AWS.
- The MSPs then work with AWS to transact the opportunity. This requires the MSP to activate a commit contract through AWS.
- Once the commit contract is activated by AWS, the MSP receives an invitation to onboard to the service.
- The MSP onboards to the Cloud Partner Navigator, creates a provider organization, adds customers, and enables the service. The process is the same for MSPs that transact via the VMware MSP program.

More information on the order flow can be found in the announcement blog post at <https://bit.ly/aws-cds-blog>

### Q. Do MSPs need to sign any agreement?

A. There is an AWS resell policy that partners need to accept while onboarding. The MSP also needs to sign the VMware Partner Connect Agreement.

### Q. When MSP transacts with AWS, which cross cloud services can they consume?

A. Services supported for VMware MSPs are VMware Cloud on AWS with Cloud Director service, DRaaS Site Recovery as add-on, vRealize Log Insight Cloud, vRealize Automation Cloud, vRealize Operations Cloud and vRealize Network Insight Cloud.

### Q. Are the terms of service the same for MSPs?

A. The Managed Service Provider needs to accept an additional policy along with the Terms of Service, to acknowledge that they are buying from AWS, while onboarding to Cloud Partner Navigator.

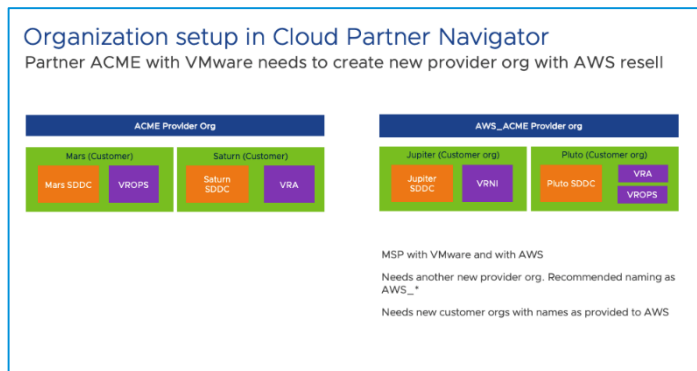
### Q. Where can MSPs find the pricing details?

A. MSPs can reach out to AWS to get the pricing details.

## Cloud Director service Resell on VMware Cloud Partner Navigator

### Q. As an MSP with VMware, do they need to create a new provider organization if they already have one?

A. MSPs will need to sign a new VMware cloud commit contract with AWS and on activation, they will receive a provider org onboarding invite. Using this, they can onboard and create another provider org. If they buy from VMware and AWS, they will need two separate provider organizations.



**Q. Is the provider org creation process the same as that for other services on Cloud Partner Navigator?**

A. Yes. The provider org creation process is the same. Learn more [here](#).

**Q. How is customer management done?**

A. The customer creation and management is done through Cloud Partner Navigator. The process remains exactly the same as when MSPs transact VMware Cloud on AWS via the VMware MSP program. The MSP can continue to leverage Cloud Partner Navigator for day-to-day service and customer management. Learn more [here](#).

**Q. What is the support process for cloud provider partners for CDs AWS Resell?**

A. MSPs will be supported by VMware. All service incidents and supporting tickets can be routed via the Cloud Partner Navigator where the service is managed.

For product, technical and non-technical support related to Cloud Director service, 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.

**Q. How can MSPs manage the usage consumption for their end customers?**

A. MSPs can view the usage in Cloud Partner Navigator for their end customers.

**Release and Operations**

**Q. How do MSPs get billed for CDs AWS Resell?**

A. The cloud provider will not be able to see the monthly billing order in the Commerce Portal. MSPs get billed directly from AWS, but they can view the usage in Cloud Partner Navigator.

**Q. Is monthly billing available for CDs AWS Resell?**

A. Yes, monthly billing is now available for MSPs.

**Q. Are Microsoft SPLA licenses available AWS Resell**

A. SPLA licensing for VMC on AWS is currently not available through AWS Resell.