

vRealize Operations Tenant App



What is vRealize Operations Tenant App?

The vRealize Operations Tenant App 2.5 provides cloud consumption dashboard performance and capacity information as well as metering capabilities that allow the service providers to chargeback their customer base and individual customers to review their billing data.

What opportunity does it address?

As more workloads move to cloud and for 73% of workloads cloud becomes the primary deployment¹ more visibility and optimization is required to ensure that customers get value for money and run optimally. With Public Cloud services, it is well known that many customers are paying for underutilized resources and optimization is a requirement to tie IT spend to actual usage (451 Research's Cloud Price Index: Economics of Support and Managed Services, 2020). For Cloud Provider's this is an opportunity to address customer needs and provide a self-service and transparent view on usage and charges for the services in the same single portal.

For Cloud Providers, this is an opportunity to provide customers with a granular pricing model, charging customers only for the compute, storage, and network resources they consume on an hourly, daily, or monthly basis. Cloud Providers can enable their customers with a

self-service, transparent view of their usage and charges within their cloud portal.

What functionality is provided in 2.5?

With each release of the Tenant App, more metrics and more logic are exposed, providing more functionality to the tenant dashboard views.

In this release, Tenant App 2.5 adds metering capability to enable Cloud Providers to meter and monetize new applications services such as: Kubernetes services, network services, and DR services. Tenant App is able to collect metrics from VCD Container Service Extension, Cloud Director Availability, NSX-T, and VCD App Launchpad. This enables Cloud Providers to meter apps deployed via App Launchpad, K8S clusters deployed via Container Service Extension, consumed NSX-T network resources, and number of protected VMs, failovers, and data transfer in Cloud Director Availability.

Additional pricing capability has also been added to enable Cloud Providers to create more differentiated business models. Cloud Providers can now price for consumed IP addresses from an IP pool, as well as set a custom fixed price within a pricing policy that can be used to account for non-VMware fixed costs such as support, power, professional services etc.

Customers may also have requirements to see different reports to the ones provided. Now custom vRealize Operations metric reports can be viewed in the Tenant App, expanding the scope of the reporting capability and presenting new managed service opportunities for Cloud Providers. Reports can also be sent to customers via email. Cloud Providers can now also create alert notifications that customers can view in their Cloud Director UI plug-in. This enables Cloud Providers to monetize both the alerting and reporting capabilities in vRops.

Lastly, Cloud Providers can customize the "access denied" pages in the Tenant App UI plug-in, so that they can use "access denied" pages to upsell the vROPS capability that the customer is not yet purchasing. For example, if a customer is not paying for the reporting capability and does not have access to that part of the Tenant App UI, the Cloud Provider can configure the access denied message to provide the customer with the sales team contact details if they wish to purchase that capability.

A Natural Partnership



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1. Cloud Transformation & Managed Services: 2020, Melanie Posey and Owen Rogers 4 FEBRUARY 2020