



Leverage VMware Tanzu to Map to the Azure Expert MSP Audit

“[VMware Tanzu CloudHealth] was the obvious choice to help our clients deal with the large, volatile and transient data sets that true utility-based cloud billing creates. A number of organizations offer eye-pleasing reports highlighting costs. [Tanzu CloudHealth] goes further, delivering the broadest and deepest functionality, covering enterprise-grade compliance and policy-driven cost, usage and performance control for your cloud environment.”

Chris Bunch
Head of Cloudreach, Europe

The next generation of cloud MSPs

The cloud market is rapidly evolving, and managed service providers (MSPs) must quickly move beyond reselling to provide the next generation of cloud managed services. Customers no longer want individual tools for each cloud provider. Instead, they expect MSPs to build and deliver cloud-agnostic offerings for each step of their cloud journey: plan and design, build and migrate, run and operate, and optimize.

The Microsoft Azure Expert MSP Program

Azure Expert MSP status is a recognition and reward for the most advanced Microsoft Azure partners who have demonstrated an ability to deliver consistent, repeatable, high-fidelity managed services. Being a validated Azure Expert MSP sets partners apart in an increasingly competitive market. It also helps customers easily identify highly capable MSPs who have completed a rigorous and independent third-party audit process, and proven their ability to deliver value-added services that help maximize customer cloud investments. Customers can remain confident in the MSP they've chosen as accredited Azure Expert MSP partners must continue to meet prerequisites and undergo an annual progress audit (as well as a full audit every third year).

Become a next-generation cloud MSP with Tanzu

Dozens of leading MSPs have already partnered with us to bring their service offerings to market. VMware Tanzu CloudHealth® allows MSPs to easily gain visibility, optimize resources, and implement business policies that govern their customers' environments.

“[SMX] chose to partner with [VMware] based on its data integrity, infrastructure stability, performance track record, and team expertise.”

Eric Jerasa
Manager of Business Operations
SMX

How Tanzu CloudHealth maps to Azure Expert MSP requirements

We are closely aligned in helping Microsoft foster next-generation cloud MSPs and encouraging all Azure channel partners to accelerate their plans to undergo the Azure Expert MSP audit. Tanzu CloudHealth fosters the growth and evolution that will help MSPs become prominent members of Microsoft’s partner community.

The audit checklist is broken down into six sections and four categories. Scores are based on the total number of category requirements verified.

The six requirement sections are:

- Section 1.0 – Business health and managed service focus
- Section 2.0 – Microsoft Azure services
- Section 3.0 – Cloud adoption framework
- Section 4.0 – Cloud operations and service management
- Section 5.0 – Cloud SLAs, customer satisfaction, and cost optimization
- Section 6.0 – Continual improvement and process optimization

Within those sections, the checklist items are denoted with one of the categories:

- Category 0 – Must meet 10/10 requirements.
- Category 1 – Must meet 36/36 requirements.
- Category 2 – Must meet 7/9 requirements.
- Category 3 – Must meet 2/5 requirements.

We help MSPs demonstrate capabilities across several of these requirements as indicated in the following tables. This mapping is based on audit version 2.

Table 1: Requirements for Section 1.0 – Business health and managed service focus		
Requirement	Category	How we help
<p>1.8 – Partner cloud center of excellence (CCoE)</p> <p>A CCoE is a team of people dedicated to creating, evangelizing and establishing best practices, frameworks and governance for evolving technology operations. This team becomes a central force through which the organization can deliver innovation and continuously evolve the way it manages its customers in Azure.</p> <p>It is critical for an Azure Expert MSP to have developed and maintain a CCoE to enable leveraging of best practices across the organization and across the breadth of their offered services.</p>	1	<p>The Tanzu CloudHealth team has published a comprehensive set of materials based on the CCoE and helping customers mature in their cloud journey.</p> <p>Specifically, our “The Next Generation of Cloud Management Starts with a Cloud Center of Excellence” white paper covers:</p> <ul style="list-style-type: none"> • What is a CCoE • Key responsibilities of a CCoE • Areas of excellence in a CCoE • Three steps for establishing a CCoE

Table 2: Requirements for Section 3.0 – Cloud adoption framework		
Requirement	Category	How we help
<p>3A.1 – Strategy</p> <p>The partner must have a defined approach for helping the customer evaluate and define a cloud adoption strategy beyond an individual asset (app, virtual machine [VM] or data).</p>	1	<p>The Tanzu CloudHealth team has a set of materials related to helping customers progress in their cloud journey. We’ve established a framework that partners can use with their customers to assess and improve cloud management maturity across the three most critical areas of excellence: financial management, operations, and security and compliance.</p> <p>The “Benchmark Your Cloud Maturity” white paper is available on our website for further guidance.</p>
<p>3A.4 – Governance implementation</p> <p>The partner must demonstrate usage of tools, template or architecture approaches used to implement at least three of the following governance disciplines for two Azure customer projects:</p> <ul style="list-style-type: none"> • Cost management • Security baseline • Identity baseline • Resource consistency • Deployment automation 	1	<p>Partners and their customers use Tanzu CloudHealth for financial management (also referred to as cost management, or FinOps). Tanzu CloudHealth helps users continuously analyze and report spend by business groups (cost centers), drive accountability against budgets, and find opportunities to optimize cloud spend.</p> <p>Tanzu CloudHealth identifies violations and makes recommendations for how you can improve your security posture based on the Center for Internet Security (CIS) Benchmark for Azure.</p> <p>Not an alternative to role-based access control (RBAC) or Azure Active Directory (AD), it is worth noting that Tanzu CloudHealth does allow single sign-on (SSO) via Azure AD. It also allows partners and customers to restrict visibility by organizations and default/custom roles.</p> <p>Tanzu CloudHealth provides asset inventory reporting, tracks resource utilization, and makes rightsizing recommendations. It offers a governance policy engine for standardizing operations across asset configuration, performance, financial management, and the like.</p>

Table 2: Requirements for Section 3.0 – Cloud adoption framework		
Requirement	Category	How we help
<p>3A.5 – Operations baseline</p> <p>The partner must demonstrate the tools and processes used to provide an operations baseline. The baseline must meet the following minimal criteria:</p> <ul style="list-style-type: none"> • Inventory/visibility – Centralized log, reporting and alert system to track configuration, performance and issues across all supported assets • Operational compliance – Centralized tools to track changes, detect and act on optimization of asset sizing, maintain patch compliance, and manage change • Protect/recover – Centralized tools for ensuring all managed assets have a business continuity/disaster recovery plan, which is periodically tested to ensure recovery 	1	<p>The activity feed of Tanzu CloudHealth:</p> <ul style="list-style-type: none"> • Tracks all events in real time • Categorizes them by added, deleted or changed resources • Provides details of each change so action can be taken, if necessary <p>With policies in Tanzu CloudHealth, you can set alerts and automate actions when resources are not meeting a minimum usage or performance threshold that you set based on your business needs.</p>
<p>3B.1.2 – Assessment and design tools</p> <p>The partner must demonstrate specific owned products/tools used during the standard assessment and design, including for assessment of customer infrastructure and processes, and for design and development of a migration strategy.</p>	1	<p>The Tanzu CloudHealth Migration Assessment analyzes the configuration and utilization of physical and virtual servers running in one or more data centers and provides recommendations for moving a workload or a subset of infrastructure running the workload to Azure.</p> <p>Recommendations are made on VM types, region and associated projected costs. This allows partners to compare the TCO of running workloads on premises with the public cloud and make intelligent migration decisions related to redesigning applications for optimal efficiency in or across Azure regions.</p>

Table 3: Requirements for Section 4.0 – Cloud operations and service management		
Requirement	Category	How we help
<p>4.7 – Non-Microsoft tools for workloads support</p> <p>The partner must demonstrate additional non-Microsoft products and tools for supporting runtime of workloads on Azure.</p>	2	<p>Tanzu CloudHealth is a policy-driven platform that allows partners to be alerted or take automated action when any predefined policy has been violated. Policies enable governance over all operations (including asset configuration) as well as security and costs.</p>
<p>4.11 – Asset management</p> <p>The partner must implement formal methods and tools for asset management and asset tracking.</p>	2	<p>Leveraging Azure APIs, Tanzu CloudHealth gathers information on all Azure resources and enables users to allocate those resources to dynamic groupings, called Perspectives.</p> <p>Tanzu CloudHealth Asset Reports give a more granular view of the billing data and help partners analyze cloud infrastructure. In addition, the platform has governance policies to ensure compliance across resource types (e.g., tagging schema).</p>

Table 3: Requirements for Section 4.0 – Cloud operations and service management

Requirement	Category	How we help
<p>4.14 – Security management tools</p> <p>The partner must demonstrate specific products/tools used for maintaining workload security after migration to the cloud. The partner must use multifactor authentication.</p>	1	Tanzu CloudHealth provides security recommendations and alerting based on the CIS Benchmark for Azure. The Tanzu CloudHealth policy for CIS monitors Azure accounts, services and resources so partners can identify gaps in security policies and procedures. Partners can document and report on existing security implementations on Azure and offer best practices.
<p>4.17 – Automated cloud management platform (CMP)</p> <p>Operate an automated CMP integrated with Microsoft Cloud Platform. The CMP can be a combination of homegrown tools and APIs, enabled third-party independent software vendor (ISV) applications and APIs, as well as Microsoft native tools. It must have multitenant capabilities for scale. Partners should demonstrate:</p> <ul style="list-style-type: none"> • Service request management • Provisioning, orchestration and automation (core) • Governance and policy • Consumption monitoring and metering • Resource utilization optimization • Access management • Service-level management and monitoring 	0	<p>Tanzu CloudHealth is a CMP that supports Azure. Starting with access management, partners can view and report across customer tenants, benefiting from full multitenant isolation of customers and the ability to grant platform access to customers as they see fit. Users are also assigned both a role and an organization at the time they are invited to the platform.</p> <p>Tanzu CloudHealth provides cost, usage and performance reporting with out-of-the-box reports and dashboards, and provides the ability to create custom reports and dashboards. With granular visibility across their Azure environment, partners and customers can hold business groups and users accountable using chargeback and showback.</p> <p>The platform provides utilization and optimization capabilities via rightsizing recommendations and reservation management. It also has a policy engine that enables partners and customers to implement guardrails to govern their Azure environment. Partners can automate actions and workflows, and approve and authorize actions (i.e., change requests or infrastructure terminations) in a few clicks.</p> <p>Tanzu CloudHealth examines usage and performance metrics (e.g., CPU, memory, disk) to deliver recommended actions. Metrics are pulled via Azure API calls or through the Tanzu CloudHealth Agent. It also integrates with VMware Aria Operations™ for Applications to ingest usage and performance data for Azure Virtual Machines.</p>
<p>4.18 – Monitoring and governance at scale</p> <p>Partners must demonstrate the ability to monitor multiple customers' Azure resource health, and apply policy and configuration changes to multiple customers with automation.</p>	1	Tanzu CloudHealth helps partners centralize customer management with visibility and reporting across all customer tenants from one console. Using the policy engine, partners can facilitate governance of a customer's cloud infrastructure.

Learn more

For more information about how you can become a best-in-class MSP with Tanzu CloudHealth, please visit tanzu.vmware.com/cloudhealth.