



VMware vCloud Air Network Mobility Managed Services Partner Handbook

November 2016





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- Business Process
- Support

Mobility Managed Services – Partner Handbook

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Program Overview

vCloud Air Network
(vCAN)

Managed Service Provider
(MSP)

Mobility MSP
(AirWatch Cloud)

Business Process

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Program Overview



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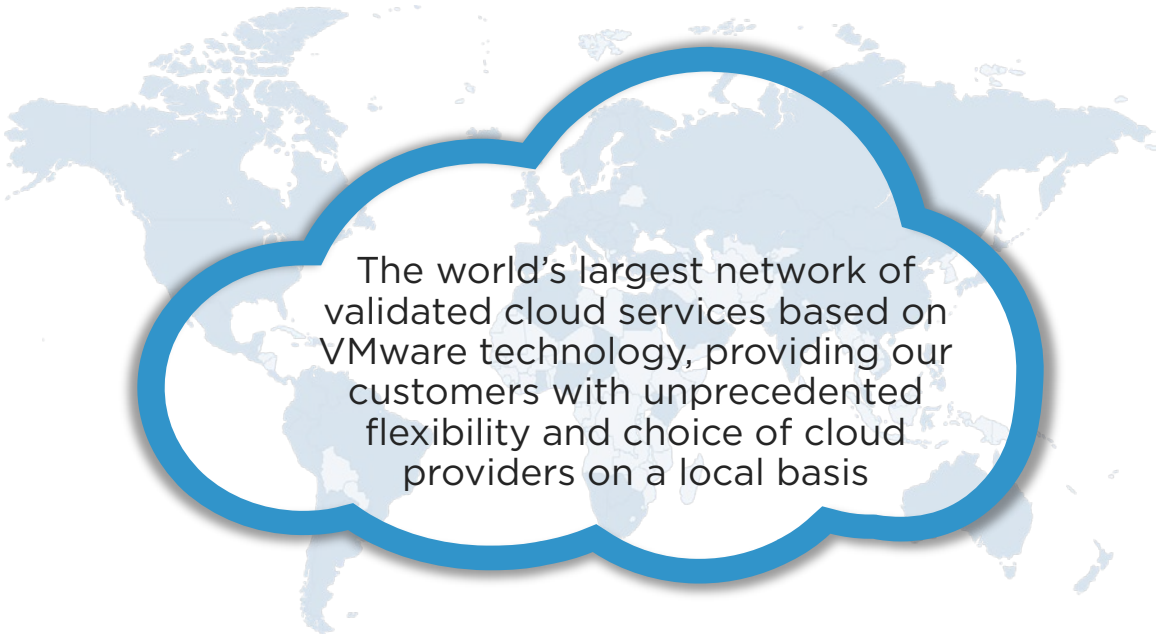
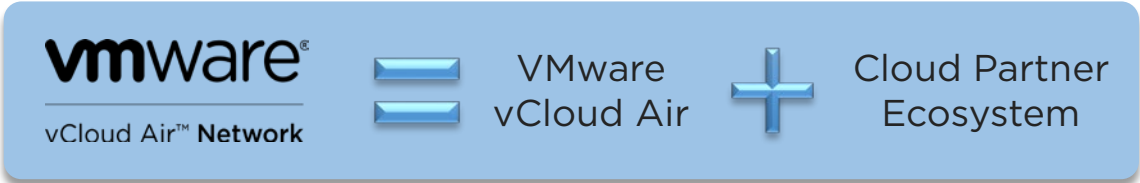
VMware is your Partner in the Cloud

The VMware vCloud Air Network is the world's largest network of validated cloud services based on VMware technology, providing customers with unprecedented flexibility and choice of cloud providers on a local basis. VMware vCloud Air Network Service Providers deliver VMware vCloud Air Network Services to provide customers with:

- A seamless transition to cloud for VMware customers
- Global cloud services availability and choice of validated cloud services from the VMware vCloud Air Network Service Provider ecosystem
- Multiple compliance certifications, managed and application services, and vertical market specializations that meet customer requirements
- Data sovereignty provided through local VMware vCloud Air Network Service Providers

Bypass the risks and uncertainties of commodity public clouds and incompatible hybrid clouds with robust and secure, infrastructure services you can use with confidence. VMware vCloud Air Network Services are built on the same proven VMware cloud technology that more than 500,000 enterprises depend on in their datacenters and offer you the true IT agility, efficiency, and cost savings of the public cloud.

As the world's largest network of validated cloud services based on VMware technology, the vCloud Air Network Program enables partners to consume VMware products on a pay-as-you-go, pay-as-you-grow, monthly subscription model. By offering a wide range of VMware-based cloud services on a geographical basis, VMware Service Provider Partners can now offer hybrid cloud services that quickly and seamlessly extend the customer's data center into the cloud using the same VMware products and tools they already use on premise.





VMware vCloud Air Network Partner Journey

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(AirWatch Cloud)

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Freedom of Choice

Build the cloud business you want and your customers need with the flexibility of diverse business models – allowing for continued growth and profitability

- Build your cloud with a subscription-based license rental model
- Utilize open licensing options for offering cloud services on- and off- customer premises
- Leverage the managed services provider (MSP) model and differentiate through your managed services portfolio



Deliver Cloud Services

Enable efficiency, agility, and security for your customers across their choice of clouds, devices, and workloads. VMware-based services solve your customers' challenges of moving workloads freely and enabling digital business safely

- Common SDDC Platform
 - vCloud Director
 - Networking & Hybridity
 - Storage
- Cloud Management Solutions
 - vRealize
 - Usage Meter
 - Chargeback Manager
- Cloud Service Enablement Solutions
 - Common SaaS Platform
 - Cloud Native Apps
- VMware and Partner Solutions
 - Disaster Recovery
 - Horizon



Differentiate Your Business

Tap into a market of over 500,000 VMware customers looking to move workloads to a compatible cloud. VMware-led awareness and demand-generation campaigns communicate the power of the vCloud Air Network ecosystem

- VMware validated services give your customers confidence and give you access to additional marketing benefits
- Ensure prospects find you by listing your validated services on vcloudairnetwork.com
- Announce your milestones through VMware supported press releases
- Illustrate your business wins with jointly published customer case studies



Be a Trusted Advisor

With the freedom to deliver differentiated services and enabled through IP which helps you design, implement, and operate your cloud platform, you will become your customer's trusted advisor for their cloud strategy

Example Use Cases

- Workload Mobility
- Streamlining Customer On-boarding
- Storage as a Service with Virtual SAN



The Managed Services Provider (MSP) Model

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VMware-based Cloud Services that meet your Business Needs

The VMware vCloud Air Network (vCAN) is an ecosystem of over 4,000 service providers located in more than 100 countries offering VMware-based cloud services that address every business case, data sovereignty need, compliance requirement, and vertical market. There are two programs within the vCAN model – License Rental and Managed Services.

vCAN License Rental

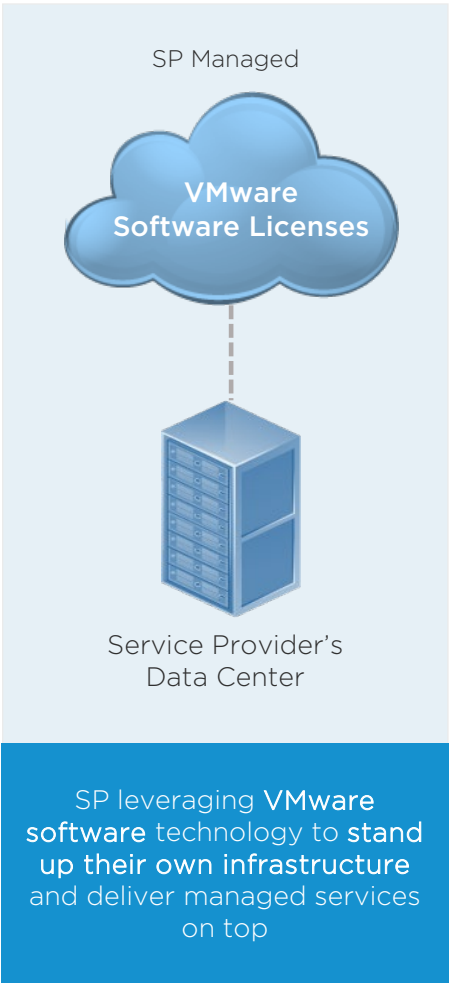
Under the License Rental model in the vCAN Program, Service Provider partners leverage VMware software licenses to build out their own infrastructure offerings and managed services in their own data centers.

vCAN Managed Service Provider

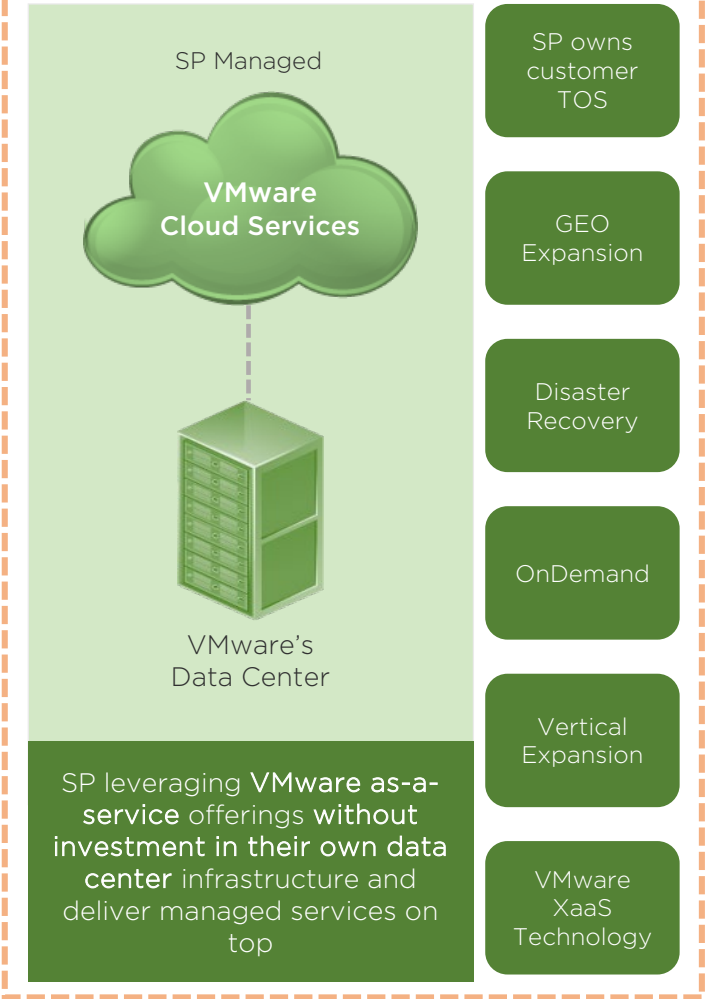
Under the **Managed Services Provider (MSP)** program, partners purchase VMware Cloud services and offer managed services on top to resell to their customers

A key requirement of participating in MSP is that the **Service Provider owns the terms of service** and all support for their end customers. **Geographic expansion** is a key use case for the MSP model, where partners can quickly expand to new regions without expensive data center investments. In addition, partners can leverage **VMware Air Certifications** to reach into new customer verticals. And as we continue to add services to the VMware portfolio, MSP partners will be well positioned to capitalize on these technologies to enhance their own customer offerings.

vCAN License Rental



vCAN Managed Services





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How Will Partners Benefit?

You will have more choice and greater flexibility in how to build and offer cloud solutions by leveraging VMware Cloud Services as your core infrastructure. As a Managed Services Provider, you can offer VMware Cloud Services, gain additional managed services revenue, and still own the terms of service with customers to further strengthen your trusted advisor status.

This program extension means you can continue to leverage license subscription to build your own cloud and look for new opportunities with VMware Cloud Services, giving you more options to accelerate your growth.

Requirements to Become a MSP

Service Providers must sign a new agreement with a monthly committed MSRP spend (“monthly spend”) through an Aggregator partner. As a participating partner, you will own the terms of service with your customers and must include support and managed services.

How Will Your Customers Benefit?

By providing more flexibility in how you build and offer cloud solutions, the vCloud Air Managed Services Provider model will give your end-customers more choice.

Your customers will benefit from the vCloud Air infrastructure’s compatibility and agility and from the managed services you deliver to them. They can focus on their business, rather than IT because you are managing and monitoring their servers, desktops, networks, and more. You can also leverage vCloud Air compliance and certifications adding your value added managed services and vertical market expertise to the core infrastructure.

Requirements

- ▶ Join VMware Partner Network and vCloud Air Network Program
- ▶ Complete requirements of preferred tier
- ▶ Sign Aggregator contract: monthly recurring revenue (MRR) commit
- ▶ Own terms of service and provide support
- ▶ Provide fully managed services
- ▶ Complete training: Sales & technical accreditations within
 - Mobility Management Competency
 - Hybrid Cloud Competency
 - DaaS Competency

Benefits (Vary by Tier)

- ▶ Volume based discounts
- ▶ Production level support
- ▶ Partner branding
- ▶ Badge and portal listing
- ▶ Development funds
- ▶ Press release support
- ▶ Co-branded marketing and social media
- ▶ Lead generation
- ▶ Joint success stories / webcasts

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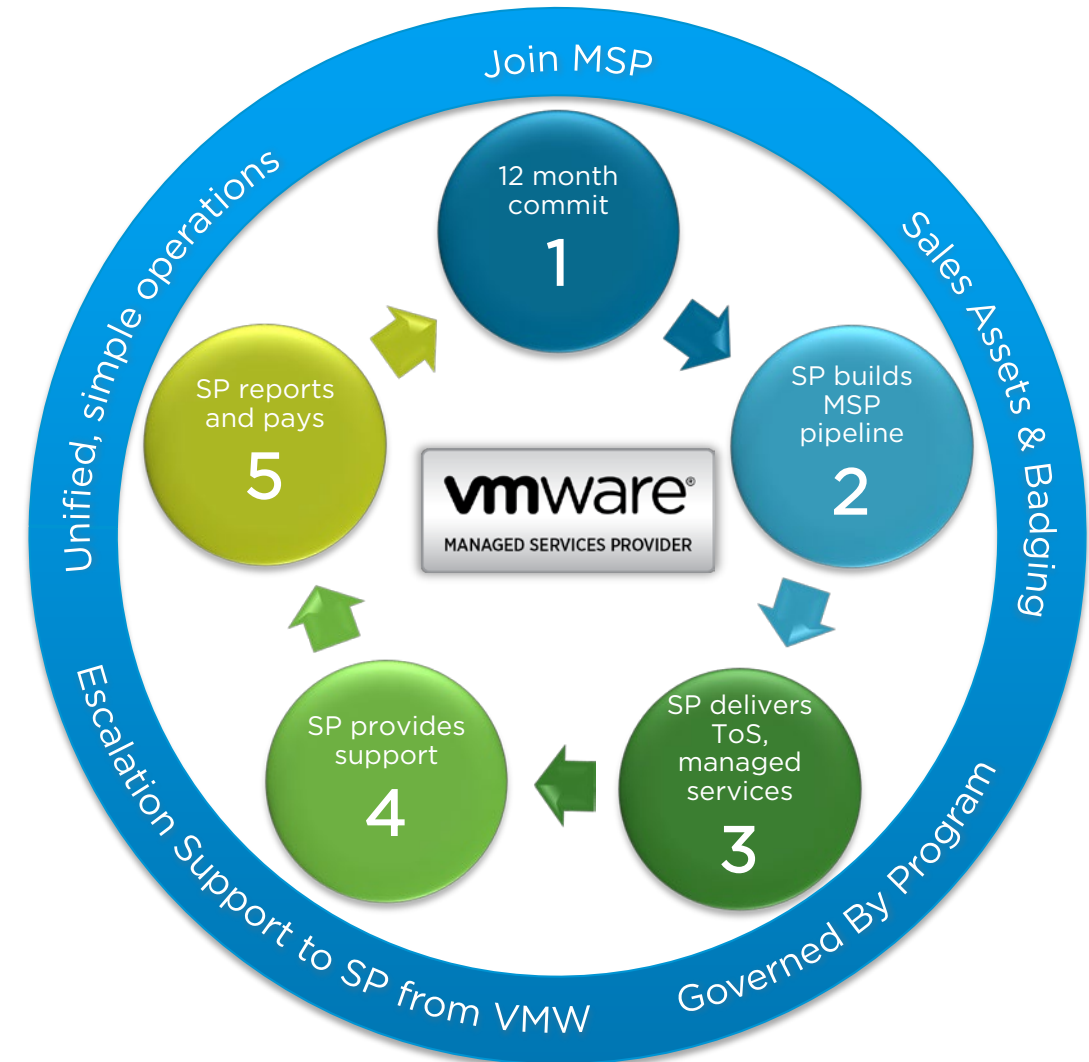
Business Process

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Program Lifecycle

Below is an overview of the vCloud Air Network MSP lifecycle.

- 1. Commit to a 12-month Contract** – Partner signs a VMware Air Managed Service Provider contract with a VMware Aggregator. Partner then commits to VMware a monthly MSRP spend for 12 months.
- 2. Service Provider builds MSP Pipeline** – Partner initiates go to market activities and starts building their business for Managed Services. You can refer to the MSP Use Cases section in this handbook to identify potential business opportunities.
- 3. Deliver Managed Services and Own the Terms of Service** – Once the opportunity has been identified, order Cloud Service from VMware and provide Managed Services as part of the offering to your customers. Partners must provide their own terms of service to their end-user customers. Partners must provide managed services as part of the offering to the customer. At a minimum this must include technical support for the service and all functions associated with service configuration, add-ons, renewals and anything pertaining to billing
- 4. On-Board and Provide Support to your Customers** – Partner will have access to VMware onboarding services at time of initial VMware Subscription Services provisioning. Subsequently, Partner may obtain technical support from VMware via Global Support Services with the following provisions. In turn, Partners are responsible for all End User on-boarding and support, which may include but not limited to End User communication, any managed services, answering installation, configuration and usage questions,
- 5. Complete Monthly End Customer Reports and Pay Invoices** – On the 1st of every month, Partner will log into the Business Portal and review the prior month's usage. Partner will review the report and submit it to their Aggregator. Following that, the Aggregator will send the Partner an invoice for the month.



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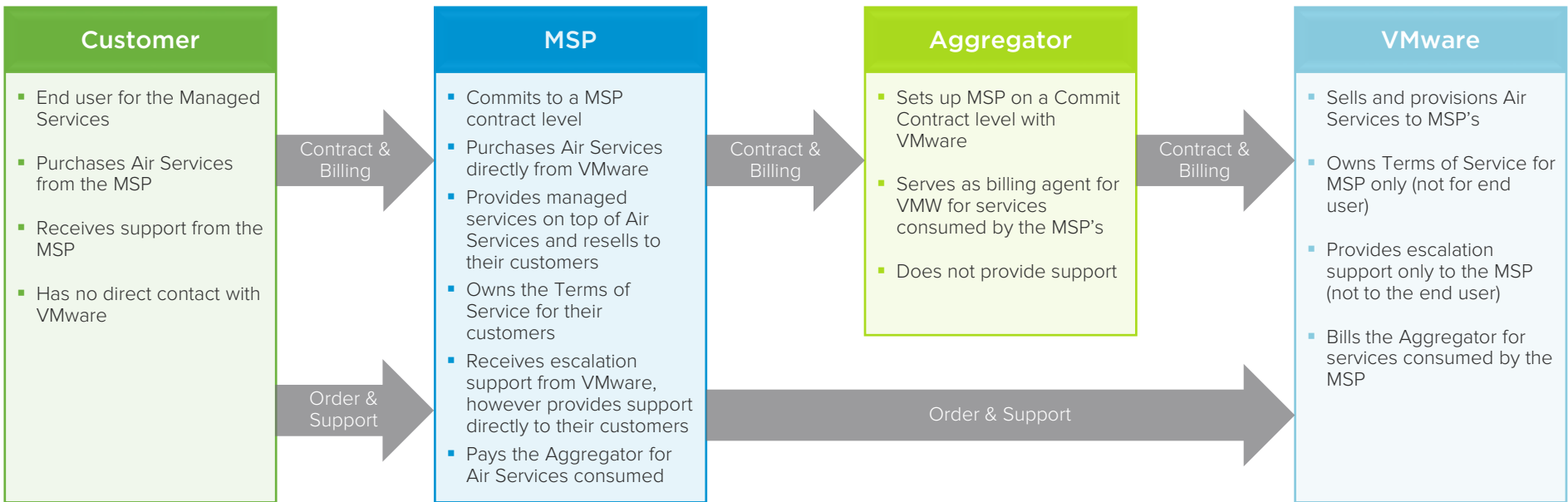
vCAN Managed Service Provider Route-to-Market Model

There are four participants in the vCAN Managed Service Provider model – the End user for the services (“Customer”), the Managed Service Provider (“MSP”), the Billing Agent (“Aggregator”) and VMware.

The Managed Service Provider (MSP) will work with both an Aggregator and VMware in order to transact and purchase the cloud services.

The Aggregator is a billing agent for VMware and the will work with the MSP to get a commit contract level signed. By committing to a monthly MSRP spend, the MSP will be entitled to a discount for the cloud services purchased from VMware. Additionally, the MSP will be granted access to VMware’s ordering portal (MyVMware) in order to purchase cloud services directly from VMware. All purchases made from VMware will be at MSRP (list price). At the end of the month, the MSP will receive a consolidated bill from the Aggregator for the services consumed from VMware during the prior month, and it is at this time that their contracted discount will be applied to those purchases.

The MSP owns the terms of service (ToS) for their customers and is responsible for all of the transactions and support for them, which includes contract, order, support and billing. Please refer to the graphic below for more details.



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Choosing the Right Business Model

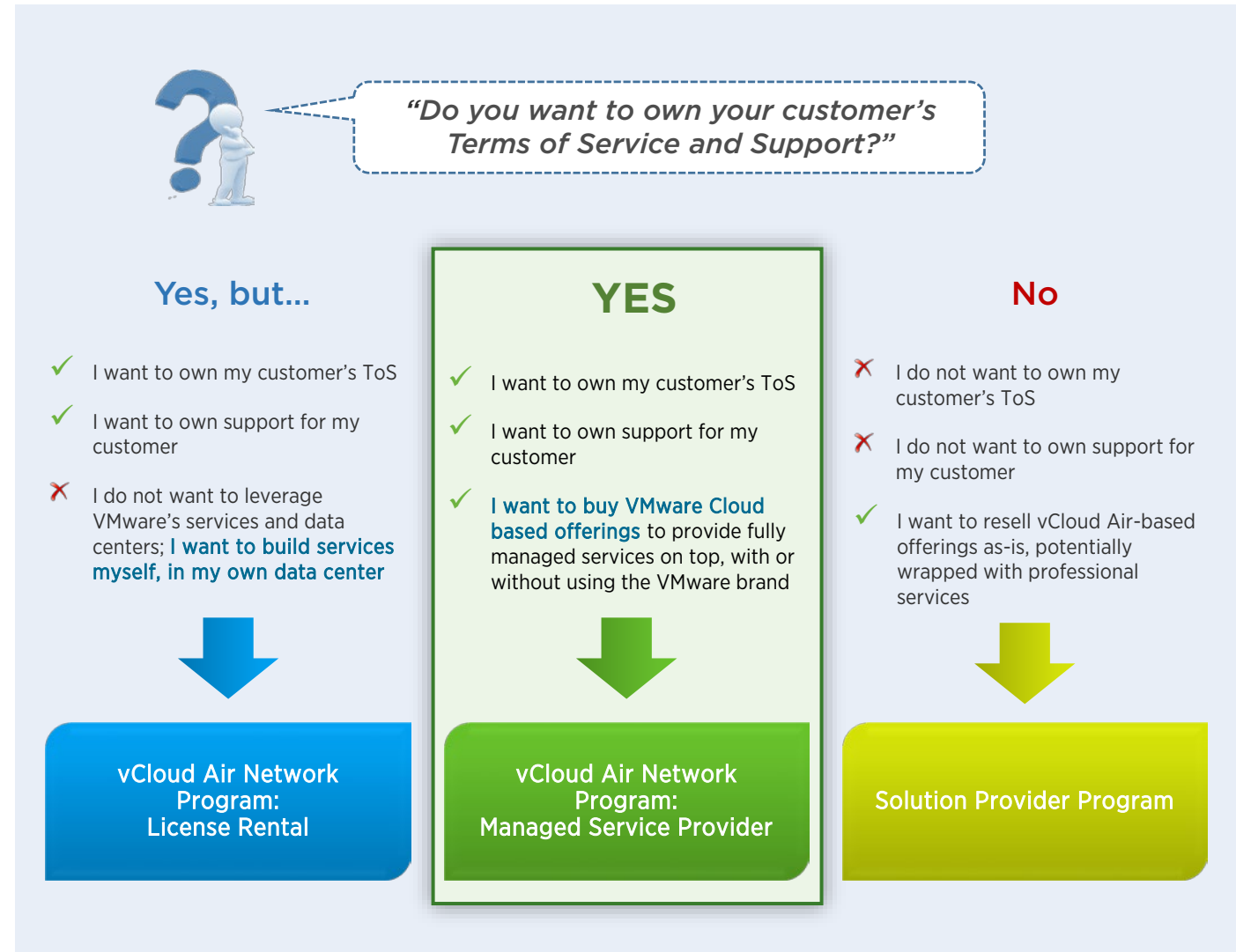
VMware provides our Service Provider partners several business models to choose from. In determining what is the right model, the first question to consider is: **“Do you want to own the Terms of Service (ToS) and Support?”**

If the answer is “No” and you prefer VMware to own the ToS and Support, then the correct model to adopt is the **Solution Provider Program**.

However, if the answer is “Yes” and you rather own the ToS and Support, then the **vCloud Air Network Program** is the right model for your business. Within this Program, there are two options to choose from.

Determining MSP is the Right Fit

- If you do not want to leverage VMware’s services and data centers and rather build services yourself in your own data center, then the **vCloud Air Network License Rental Program** is the right model for you.
- On the other hand, if you want to buy VMware Cloud offerings to provide fully managed services on top, with or without using the VMware brand, then the **vCloud Air Network Managed Service Provider Program** is the right choice for your business.



The Mobility MSP Offer

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New in Q4 2016 – Mobility MSP

There are several type of contract commitments within the vCloud Air Network MSP program. As of Q4 2016, we added the **Mobility MSP Commit Contract** to the program, which enables our partners to purchase AirWatch Cloud services, in addition to the existing Air and Horizon Air offers.

Please note that in order to purchase AirWatch products, partners need to sign up for a separate commit contract from Air and/or Horizon Air. Additionally, the commit and discount levels for the Mobility MSP contract are different than those of Air and Horizon Air. For the Mobility MSP commit and discount levels, please refer to the next page.

vCAN MSP Contract Types

- **Air MSP Commit Contract** – This allows you to purchase any vCloud Air and Horizon Air products from VMware. The total spend from both product categories will count towards your minimum monthly spend commit. Please note that with the Air MSP Commit Contract, you will not be allowed to purchase AirWatch Cloud products. To do so, you will need to sign a Mobility MSP Commit contract (see below).
- **Horizon Air MSP Commit Contract** – If your focus and target is to provided managed services for Desktop-as-a-Service (DaaS), then this is the right contract for you. You will only be able to purchase Horizon Air Desktop and Apps Services and their total spend will count towards your minimum monthly spend commit.
- **Mobility MSP Commit Contract** – This is the choice for Service Providers who want to focus on enterprise mobility management. You will only be able to purchase AirWatch products and their spend will count towards your minimum monthly spend.

Service Availability by Contract Type	Air MSP Contract	Horizon Air MSP Contract	Mobility MSP Contract
vCloud Air Dedicated Cloud	✓		
vCloud Air Virtual Private Cloud	✓		
vCloud Air Virtual Private Cloud on Demand	✓		
vCloud Air Disaster Recovery	✓		
Horizon Air Desktop and Apps	✓	✓	
Horizon Air Disaster Recovery	✓	✓	
AirWatch Cloud			✓



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Commit Levels and Discounts for MSP Mobility Contracts (Levels 1-5)

The commit levels and discounts for Mobility contracts are shown in chart A below.. The discounts for the vCAN MSP program are volume based, therefore the higher the spend, you commit to the higher the discount you will be entitled to. There are five commit/discount levels (1 through 5) and any new or existing vCAN Partner is eligible to sign up for them.

Eligibility to purchase Mobility MSP Services with a vCAN Rental Commit Contract (Levels 1R – 5R)

Additionally, any vCAN Partner who currently has an existing active Rental Commit Points Contract is eligible to purchase Mobility MSP products at a discount without having to sign up for incremental dollar spend. This will allow the partner to enroll into the vCAN MSP program in order to purchase Mobility products at a discount with a \$0 dollar commit. See table B for the rental point requirement and discounts entitled for Mobility products. Again, this is only eligible for current vCAN Rental partners with existing point commit contract.

Important – vCAN Rental partners must become a MSP partner first before they can purchase Mobility services. Consumption of MSP services do not count towards the burn down of the rental points commit. Partners cannot apply rental points towards the purchase of MSP services. Billing for MSP products are in currency values.

A. Eligibility: For all New and Existing vCAN Partners

	MSP Discount Off MSRP	Monthly Committed MSRP Spend (USD)	Minimum Monthly Billing (after discount)
Level 1	10%	\$500	\$450
Level 2	15%	\$1,000	\$850
Level 3	25%	\$10,000	\$7,500
Level 4	35%	\$50,000	\$32,500
Level 5	40%	\$100,000	\$60,000

B. Eligibility: Only for Current vCAN Rental Point Partners

	MSP Discount Off MSRP	Monthly Committed MSRP Spend (USD)	Minimum Monthly Rental Point Commit
Level 1R	0%	\$0	360 points
Level 2R	10%	\$0	1,800 points
Level 3R	15%	\$0	10,800 points (3,600 dev. countries)
Level 4R	30%	\$0	30,000 points
Level 5R	40%	\$0	100,000 points

Mobility MSP Products – AirWatch Suites

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Services Included in AirWatch Bundled Packages

The following AirWatch color bundles are available for purchase through the Mobility MSP program. **Please note that all Color Management Suites offered through the vCAN MSP program include the Production Level Support.** To learn more, please refer to the Support section in this handbook.

Feature	Description	GREEN Suite	ORANGE Suite	BLUE Suite	YELLOW Suite
Mobility Device Management *	Enables businesses an efficient way to manage and secure all mobile devices, including smartphones, tablets, laptops, and peripheral devices across OS's	✓	✓	✓	✓
Container	Provides complete separation of work and personal data on devices, securing corporate resources and maintaining employee privacy	✓	✓	✓	✓
Catalog	Allows IT to secure and dynamically deploy applications to end user devices in an app catalog.	✓	✓	✓	✓
Boxer **	Provides end users a better-than-native email experience with turbo-charged productivity features while also meeting IT security requirements		✓	✓	✓
App Wrapping ***	Adds security and management capabilities to already developed applications			✓	✓
Browser	Enables secure browsing and provides organizations with the ability to configure customized browser settings to meet their unique business and end-user needs			✓	✓
Content Locker Standard	Protects sensitive content in a corporate container and provides users with a central application to securely access the latest documents from their mobile devices			✓	✓
VMware Identity Manager	Delivers one-click access to any application with single sign-on capabilities			✓	✓
Telecom	Enables IT to easily monitor data and roaming usage alongside devices				✓
Content Locker Advanced ****	Builds upon Content Locker Standard with collaboration and sharing capabilities				✓

* AirWatch Mobile Device Management includes native email management with PowerShell integration.

** VMware Boxer includes the AirWatch Secure Email Gateway (SEG).

*** AirWatch App Wrapping includes AirWatch Tunnel (iOS and Android only).

**** AirWatch Content Locker Collaborate includes AirWatch Content Locker Standard.



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Mobility MSP AirWatch Product Packaging

AirWatch is a comprehensive enterprise mobility platform that delivers simplified access to enterprise apps, secures corporate data and enables mobile productivity.

Mobility MSP begins with a subscription to one of the AirWatch Color Management Suites. **There is a minimum requirement on the initial customer order to purchase at least 25 units of one color suite.** For example, you may purchase 25 units of the Blue Suite and 10 units of the Orange Suite on the first order. However, you may not purchase 10 units of Blue and 15 of Orange. This requirement goes away for add-on orders for the services.

At this moment we are offering **Device-based** licensing for organizations in which employees use a single device or share devices. As we broaden our product offerings in the future, user-based licensing will be added to our product line.

All of the suite subscriptions are for **12 months**.

Currently only **Commercial** SKU's are offered through the MSP program. We are looking to enhance our offerings with Federal and Academic products in the near future.

We offer two types of billing methods - **prepaid upfront** and **monthly recurring invoicing**.

All of the AirWatch Color Suites comes with **Production Support** included. To learn more about Production support, please refer to the Support section of this handbook.

Package

Options

AirWatch Management Suite	Green	Orange
	Blue	Yellow
Cloud Type	Shared	
Pricing Type	Per Device	
Service Term	12 month	
Segment	Commercial	
Billing	Monthly	Prepaid
Support	Production	



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Identify Use Cases for your Customers

Below are some examples of use cases to get your customer started with Mobility Managed Services. Leverage our AirWatch Cloud offerings to enhance security and compliance, improve customer satisfaction, and gain cost efficiencies and increase agility.

Use Case	#1 - Enhance Security and Compliance	#2 - Improve customer and internal user satisfaction	#3 - Gain cost efficiencies and increase agility
Business Need	<ul style="list-style-type: none">Unified management of smartphones, tablets, laptops, peripherals and IoT, across all operating systems and device ownership types, in a single platformSecure access to applications and internal networks to prevent data leakage	<ul style="list-style-type: none">Enable users to work from anywhere, on the device of their choice (BYOD)Enable easy, single sign on access to the business apps that are critical to end user workflows	<ul style="list-style-type: none">Transform existing business processes by leveraging mobile technologiesMigrate legacy processes and systems to a modern, mobile architecture
MSP Value Add	<ul style="list-style-type: none">Configuration & supportPolicy & compliance managementPerformance & security monitoringChange management & education	<ul style="list-style-type: none">Consulting & educationConfiguration & policy managementMigration supportPerformance & security monitoring	<ul style="list-style-type: none">Professional services & change managementConfiguration and policy managementMigration supportPerformance monitoring
Key Metrics	<ul style="list-style-type: none">Reduction in compliance violations and risk mitigationConsolidation of point solutions, cost savings	<ul style="list-style-type: none">Utilization of appsReduced time to complete a work task	<ul style="list-style-type: none">Cost savings in eliminating paper-based workflowsReduced time spent on daily operations
Business Outcome	<ul style="list-style-type: none">Enabled IT with a single pane of glass for endpoint managementConsistent way to protect corporate dataIncrease utilization and ROI of existing infrastructure by seamlessly extending to mobile	<ul style="list-style-type: none">Increased end user productivity and efficiencyImproved end user satisfactionRemoved complexity for end users	<ul style="list-style-type: none">Self service and automation of traditional IT tasks, thus reducing internal IT costs



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created
- Order Mobility Services
- Complete Monthly Reports
- Invoice and Billing

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Mobility MSP Business Process



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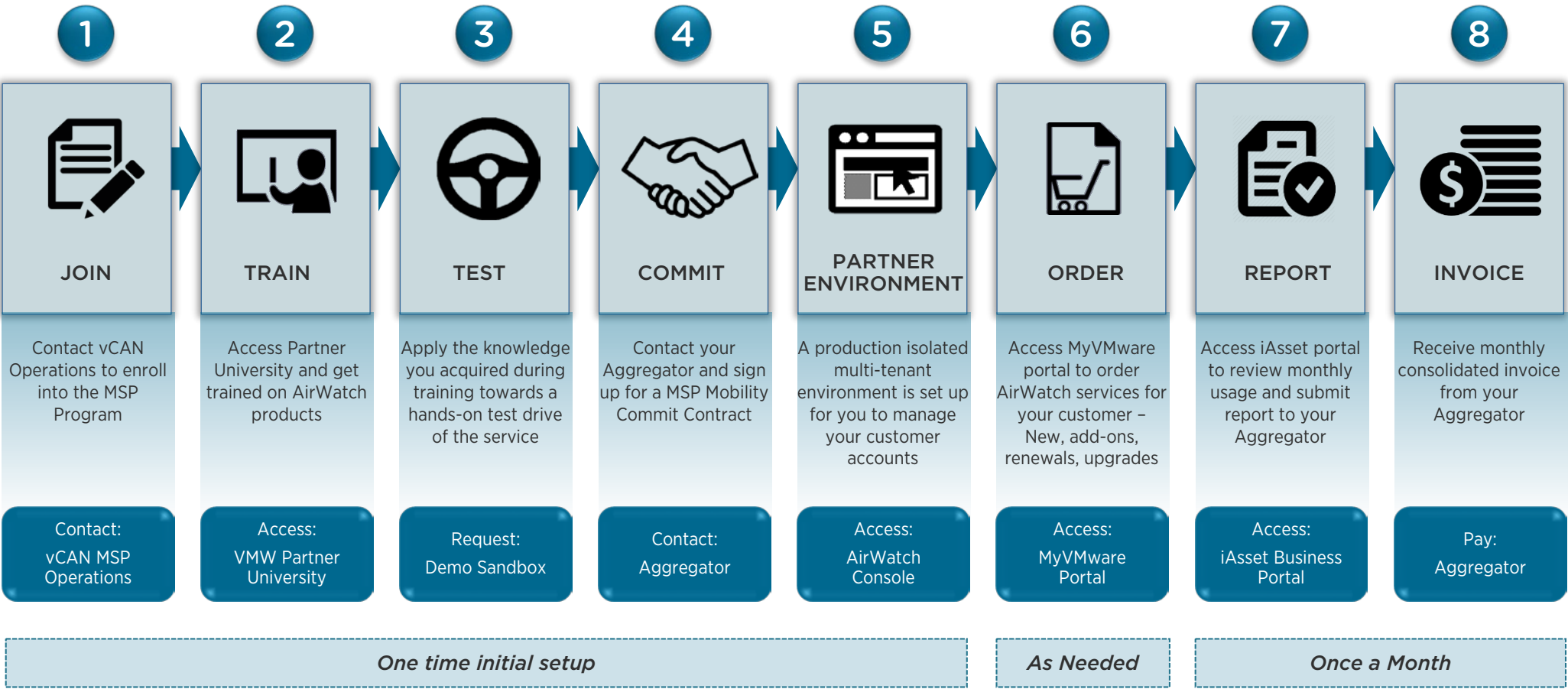
End-to-end Flow

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End-to-End Operations Flow

Please follow these eight steps below to begin participating in the vCloud Air Network Mobility MSP program. Details on each of these steps are in the laid out in this chapter of the handbook.



Join the MSP Program

1

Join

2

Train

3

Test

4

Commit

5

Partner
Environment

6

Order

7

Report

8

Invoice

Program Overview

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End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment is
Created

Order Mobility Services

Complete Monthly Reports

Invoice and Billing

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Become a vCAN MSP Partner

Once you have decided that the vCloud Air Network Managed Service Provider Program is the right model for your business, join the program with VMware.

For Partners Not Currently Enrolled with the vCloud Air Network Program

If you have not already joined the VMware vCloud Air Network Program Agreement, then sign the Program Agreement (1). Please go [here](#) and click on the “Enroll Now” button.

For Partners Already Enrolled with the vCloud Air Network Program

If you are already part of the vCloud Air Network Program and have a License Rental agreement in place, then complete the Subscription Service Addendum (2). Please contact MSP@VMware.com to get the process started

1

vmware

VMWARE VCLLOUD AIR NETWORK PROGRAM AGREEMENT

This VMware vCloud Air Network Program Agreement (this “**Agreement**”) is between You (“**You**” or “**Partner**”), and either (a) VMware, Inc. having its principal place of business at 3401 Hillview Avenue, Palo Alto, California 94304, if You are located in the United States, or (b) VMware International Ltd., having its principal place of business at Parnell House, Barrack Square, Ballincollig, County Cork, Ireland, if You are located elsewhere (“**VMware**”). The Agreement is effective as of the date that You click “Agree” to the terms of this Agreement (the “**Agreement Effective Date**”), and capitalized terms used but not defined in the body of this Agreement shall have the meanings ascribed in the Partner General Terms attached as Appendix 1, or the Commercial Terms attached as Appendix 2. Both the Partner General Terms and the Commercial Terms are incorporated in this Agreement by reference.

1. DEFINITIONS.

1.1 “**Aggregator**” means a company designated by VMware as a vCloud Air Network Program Aggregator.

1.2 “**Business Portal**” means the online tool identified by VMware from time to time for administration of vCloud Air Network activity, and which may currently be found at <http://vmware.lasset.com>.

1.16 “**vCloud Air Network Program Product**” means the Software, in object code form only, listed in the vCloud Air Network Program Product Usage Guide and made available to Service Provider by VMware under the vCloud Air Network Program.

2. **APPOINTMENT.** Subject to all terms of the Agreement and satisfaction of the Program criteria, VMware appoints Partner as a Service Provider in the Territory. Partner may procure and use Licenses and Subscription Services in accordance with the express terms of this Agreement. Partner must establish a separate relationship with each Aggregator in the Territory from which Partner desires to procure License points or Subscription Services. The rights and responsibilities applicable to the Program are more fully described in the Guide.

3. PROGRAM LICENSES.

3.1 **Not-for-Resale (“NFR”) Licenses.** Should Service Provider obtain NFR Licenses for Software as specified in the Guide, Partner shall use such NFR Licenses subject to the terms of the License Agreement accompanying such Software, except as further restricted as follows: (a) NFR Licenses may be used by Partner only during the term of this Agreement solely for product demonstration or training purposes; and (b) notwithstanding any contrary provisions in the License Agreement, Partner may not use such NFR Licenses for its own information processing or computing or redistribution needs. Upon termination or expiration of this Agreement for any reason, Partner shall cease using all NFR Licenses and will return to VMware all copies of the Software (including backup copies) in any and all media, and delete any such copies that are resident in the memory or hard disks of computers owned or controlled by Partner.

3.2 **Internal Use Licenses.** Partner may procure Licenses for internal use from VMware resellers in the country where the Software will be used. Partner’s use of Software for internal

2

VMWARE VCLLOUD AIR NETWORK PROGRAM SUBSCRIPTION SERVICE ADDENDUM

I. CONTRACTING ENTITY

A) If Service Provider is located in the United States, this Addendum is between Service Provider and **VMware, Inc.**, having its principal place of business at 3401 Hillview Avenue, Palo Alto, California 94304.

B) If Service Provider is located outside the United States, this Addendum is between Service Provider and **VMware International Ltd.**, having its principal place of business at Parnell House, Barrack Square, Ballincollig, County Cork, Ireland.

In this Addendum, VMware, Inc. and VMware International Ltd. are individually and collectively referred to as “**VMware**.”

VMware has changed the name of the VMware Service Provider Program (VSPP) to the “vCloud Air Network Program” and all references to the VMware Service Provider Program or VSPP shall be deemed references to the vCloud Air Network Program. This VMware vCloud Air Network Program Subscription Service Addendum (this “**Addendum**”) supplements and becomes part of the Program Agreement. Defined terms used but not defined in this Addendum shall have the meanings set forth in the Program Agreement or the Terms of Service, as applicable.

II. DEFINITIONS

A) “**Business Portal**” means the online tool identified by VMware from time to time for ad-

J) “**Service Provider**” means the business entity identified in the “Company Name” field of the VMware Partner Network (“VPN”) application form associated with the Partner Central Account used to agree to this Addendum.

K) “**Subscription Services**” means services identified as such in the vCloud Air Network Program Guide and/or vCloud Air Network Program Product Usage Guide.

L) “**Terms of Service**” means the terms of service for the applicable Subscription Service available from VMware, as modified from time to time (e.g., the appropriate terms of service for vCloud Air are available at <http://www.vmware.com/download/guide>).

III. AUTHORIZATION

A) **Purchase and Use of Subscription Services.** VMware authorizes Service Provider to purchase Subscription Services in accordance with the terms of this Addendum and the Guide. Subject to Section III (B) of this Addendum, Service Provider’s use of the Subscription Services shall be subject to the Terms of Service.

B) **Customer Access and Use.** Notwithstanding anything to the contrary in the Terms of Service, during the term of the Program Agreement, Service Provider may allow its Customers to access and use the Subscription Services integrated into a Managed Services Offering for a Customer’s own benefit in accordance with the terms of the Guide. Each Customer’s use of the Subscription Services shall be deemed use by Service Provider itself for purposes of the Terms of Service, including without limitation (i) all other relevant documentation regarding the Subscription Services, such as the Service Description, Service Level Agreement, Data Privacy Addendum, and Third Party Terms; and (ii) any charges incurred or additional products or services ordered by Customer through



Get Trained on Mobility MSP Offerings

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Get Trained and Certified on AirWatch Technologies

Before you start transacting with Mobility MSP products, complete the AirWatch trainings and accreditations. AirWatch courses are available within the **Mobility Management Competency – Solution Competency** section of VMware’s Partner University site. To access these courses, please go [here](#).

Once you have completed these courses, you will have the opportunity to access a free test sandbox for hands-on experience and apply the knowledge you acquired from the trainings.

Please note that there are mandatory courses, which must be completed by a certain number of resources in your company prior to start transacting AirWatch products. Additionally, there are courses and accreditations that are strongly recommended to be completed in order to enhance your knowledge of the products and their technologies. For the Mobility MSP program, we have a requirement for two resources per region for each partner to complete both the Sales (VSP) and Pre-Sales (VTSP) courses. In addition, we are recommending one resource to complete the post-sales accreditation (Associate and Professional). Please refer to the table below for details.

Requirement	Resources Required	Phase	Course and Accreditation	Pre-Requisite	Duration	Cost	Link
Mandatory	2	Sales	VSP – Mobility	None	2.5 hours	Free	Start Course
Mandatory	2	Pre-Sales	VTSP - Mobility	VSP	5 hours	Free	Start Course
Strongly Recommended	1	Post-Sales	VMware AirWatch Associate Accreditation: Enterprise Mobility	VSP & VTSP	2 days	\$1,650 per person	Start Course
Strongly Recommended	1	Post-Sales	VMware AirWatch Professional Accreditation: Enterprise Mobility	Associate	1 day	\$1,650 per person	Start Course



Test the Mobility Air Service

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Mobility MSP Demo/Test Capacity

Once you have completed your training on AirWatch products, you now have the option to test the service. This will allow you to apply the knowledge you gathered from those courses for an hands-on experience in a demo sandbox. The vCAN MSP program offers several options to allow you to try the Mobility Air services. Please refer to the table below for trial options and decide which suits your needs the best. Important: You must complete the AirWatch training courses before you can access these trial offers.

Trial Option	Description	Requirements	Conversion to Production	Get Started
TestDrive - Using Your AirWatch Sandbox	Obtain a personal demo AirWatch sandbox and enroll devices to it. This sandbox is your personal AirWatch playground where you can make custom admin configurations in the AirWatch console and then enroll devices to see the corresponding features on the device.	Complete AirWatch VSP and VTSP courses. Sign up for a valid account in the VMware TestDrive sandbox. No need to sign up for a Mobility Commit Contract	No. All services created in this sandbox are for test drive purposes and cannot be converted to a production site.	Visit the AirWatch TestDrive site to get started.
Internal Sandbox within AirWatch's Management Console	Once you have signed up for a MSP Commit Contract, an isolated environment will be created for you. You can access the demo feature within this console to create a sandbox to test the service	Sign up for a Mobility MSP Commit Contract. A production environment will be then created for you, allowing to access the demo sandbox feature	No. All services created in this sandbox are for test drive purposes and cannot be converted to a production site.	Sign up for a MSP Mobility Commit through your Aggregator and your AirWatch Environment will be created
MSP Service Credits for Testing and Demos	Partners may request a credit up to US\$1,000 MSRP for test capacity and apply to the initial order for the first month of usage. Once the credits have been consumed or expired, service will continue and be billed per standard program rules. To cancel the service, partner must contact VMware prior to the end of the first month.	Sign up for a Mobility MSP Commit Contract. Service will continue unless Partner explicitly requests it be canceled before the usage or expiration of these credits. To cancel, please contact MSP@VMware.com .	Yes. All services are in created in an actual production environment, so if customers wishes to continue services, there is no action required.	Credits must be requested via email to MSP@VMware.com and are redeemed within MyVMware.





Decide which Test Option Suits your Needs

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Your Need	Mobility Test Option	Get Started
<i>"I want to test the service before taking training courses."</i>	None available In order to access one of our test sandboxes, you must have completed the mandatory AirWatch training courses first. Without this pre-requisite, your ability to navigate through the AirWatch console and fully experience its capabilities will be limited.	Please complete the AirWatch training courses before requesting a test sandbox.
<i>"I have completed the training, but I want to test the service before having to commit to a MSP spend contract."</i>	TestDrive for AirWatch You can request a personal AirWatch demo sandbox to be provisioned for you. Through this you will be able to enroll devices to it. This sandbox is your personal AirWatch playground where you can make custom admin configurations in the console and then enroll devices to see the corresponding features on the device.	Visit the AirWatch TestDrive site to get started.
<i>"I have already committed to a contract, but I want like to test the service before I place an actual customer order."</i>	Demo Sandbox within Partner's AirWatch Console Once you have signed up for a Mobility Commit Spend Level, VMware will set an isolated multi-tenant environment for you to manage your customer accounts and hierarchies. Additionally, an internal organization will also be created. You can use this internal organization to create demo sandboxes for customers or to use as practice to train your own employees.	Sign up for a MSP Mobility Commit through your Aggregator and your AirWatch Sandbox will be created.
<i>"I want to test the service but, I want the instances I created to be converted into production."</i>	MSP Service Credits for Testing and Demos Partners may request an initial one-time credit up to US\$1,000 MSRP for test capacity and apply to the first month of usage. You will need to sign up for Mobility MSP Commit contract, which will allow you to place an actual production order for your customer through VMware's portal (MyVMware). The first \$1,000 consumed within the first month of the service will be credited towards your account. Once the credits have been consumed or expired, service will continue and billed per standard program rules. However, if you do not wish to continue, you will need to cancel the service by contacting VMware prior to the end of the first month or the consumption of the first \$1,000, whichever comes first.	Credits must be requested via email to MSP@VMware.com and are redeemed within MyVMware.



Sign up for a Mobility MSP Contract Commitment

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Sign a MSP Contract with your Aggregator (Level 1 – 5)

When you are ready to sign a MSP commit contract, select an aggregator you wish to work with. The contract is for a 12-month period and requires a committed monthly spend. There are five levels of monthly spend commitments available, with associated partner discounts increasing with each level (see Table 1 on the right).

Calculating Monthly MSRP Spend - At the end of every month, VMware will calculate the MSP monthly spend. Calculation for the achievement of the Monthly Spend is based on MSRP total. However, invoicing for the services you consume will be based on MSRP minus your contract discount. Service Providers will be billed for the minimum monthly spend plus any additional charges consumed over that amount.

3-Billing Cycle Grace Period - When signing up for your initial commitment period, Service Providers will have a grace period for the first 3-billing cycles, during which you can ramp your monthly spend. You will only be invoiced for the actual services order, without the minimum monthly commitment amount being enforced during that timeframe.

Eligibility to purchase Mobility MSP Services with a vCAN Rental Commit Contract (Level 1R – 5R)

Additionally, any vCAN Partner who currently has an existing active Rental Commit Points Contract is eligible to purchase Mobility MSP products at a discount without having to sign up for incremental dollar spend. This will allow the partner to enroll into the vCAN MSP program in order to purchase Mobility products at a discount with a \$0 dollar commit (see Table 2).

Important - vCAN Rental partners must become a MSP partner first before they can purchase Mobility services. Consumption of MSP services do not count towards the burn down of the rental points commit. Partners cannot apply rental points towards the purchase of MSP services. Billing for MSP products are in currency values.

Table 1 – Mobility MSP Commit Levels for New and Existing vCAN Partners

	MSP Discount Off MSRP	Monthly Committed MSRP Spend (USD)	Minimum Monthly Billing (after discount)
Level 1	10%	\$500	\$450
Level 2	15%	\$1,000	\$850
Level 3	25%	\$10,000	\$7,500
Level 4	35%	\$50,000	\$32,500
Level 5	40%	\$100,000	\$60,000

Table 2 – Mobility MSP Commit for Existing vCAN Rental Partners

	MSP Discount Off MSRP	Monthly Committed MSRP Spend (USD)	Minimum Monthly Rental Point Commit
Level 1R	0%	\$0	360 points
Level 2R	10%	\$0	1,800 points
Level 3R	15%	\$0	10,800 points (3,600 dev. countries)
Level 4R	30%	\$0	30,000 points
Level 5R	40%	\$0	100,000 points

Sign up for a Mobility MSP Contract Commitment

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Choose an Aggregator to Partner with

Select an Aggregator you want to work with. The Aggregator will set up the MSP Commit contract between you and VMware and also invoice you for the services you consumed from VMware.

VMware vCloud Air Network Aggregators serve specific geographies and countries. To obtain the latest list of VMware authorized Aggregators, please go [here](#) and click on the “Find an Aggregator” button or contact MSP@VMware.com.

Once you have the list, identify which preferred Aggregator you would like to work with and contact them directly to get a Mobility MSP commit contract setup.

vmware PARTNER NETWORK

LEARN

VMware vCloud Air Network Program

Participating Aggregators - Americas

Q3 2015

VMware vCloud® Air™ Network Program

VMware vCloud Air Network Aggregators serve specific geographies and countries. See the table below to locate the Aggregators in the Americas that serve your location. Aggregator information for EMEA and APJ can be found by logging into Partner Central, and search for “Aggregator Listings”.

Geography	Aggregator Name	Location	Countries Served	Email
Americas	Insight	United States	Canada; United States	VMwareCAN@insight.com
Americas	Ingram Micro Inc	United States	Canada; United States	VCAN@ingrammicro.com
Americas	Ingram Micro - CAN	Canada	Canada	VCAN@ingrammicro.com
Americas	Adistec Corp	United States	Bahamas; Belize; Bermuda; Cayman Islands; Colombia; Costa Rica; Dominican Republic; Ecuador; El Salvador; Guadeloupe; Guatemala; Haiti; Honduras; Jamaica; Nicaragua; Panama; Peru; Puerto Rico; Trinidad And Tobago; United States; Virgin Islands, British	VCAN@ADISTEC.COM
Americas	Carahsoft Technology Corporation	United States	United States	vmware@carahsoft.com
Americas	Softchoice Us	United States	Canada; United States	VCAN-VMware@softchoice.com
Americas	Softchoice Corporation	Canada	Canada; United States	VCAN-VMware@softchoice.com
Americas	Arrow ECS Canada Ltd	Canada	Canada	ECSCloudServices@arrow.com
Americas	Arrow Enterprise Computing, Inc. Alternative Technology Group	United States	United States	ECSCloudServices@arrow.com
Americas	SHI International Corp.	United States	Canada; United States	VMwareCloud@SHI.com
Americas	Officer Brazil	Brazil	Brazil	vmware@officer.com.br
Americas	Licencias On Line S.A	Chile	Argentina; Bahamas; Bermuda; Bolivia; Cayman Islands; Chile; Colombia; Costa Rica; Dominican Republic; Ecuador; El Salvador; Guadeloupe; Guatemala; Haiti; Honduras; Jamaica; Mexico; Nicaragua; Panama; Paraguay; Peru; Puerto Rico; Trinidad And Tobago; Uruguay; Venezuela, Bolivarian Republic Of; Virgin Islands, British; Virgin Islands, U.S.	lolcloud@licenciasonline.com
Americas	DCL Brasil Distribuidora Ltda	Brazil	Brazil	vmware@softbrasil.com.br

vmware

Your Cloud Advantage

Accelerate IT. Accelerate Your Business.

VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-0273 Fax 650-427-5001 www.vmware.com

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Notification MSP Commit Contract is Setup

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Support



Email Notification MSP Mobility Contract is Active

Once you have placed the order with your preferred Aggregator for a new vCAN MSP Mobility Air Commit Contract, they will in turn book an order with the VMware vCAN Operations team.

Once your Mobility Air Contract has been created, you will receive a notification from VMware of this (see sample email to the right).

At this time, VMware will proceed to create an isolated multi-tenant partner environment for your account, in which you can manage your customer accounts and organizations.

Please do not place any orders for new AirWatch services for your customers until you have received the notification from VMware that this partner environment and console is ready for use.

vmware

VMware US Order Confirmation # 122177

Hello,

Thank you for your order with VMware. You can download your VMware products [here](#).

To view this order confirmation email in another language, please click one of the links below:
[Deutsch](#) | [日本語](#) | [简体中文](#)

Order Confirmation:

Order Date : JUNE 30, 2015
Order No : 122177

Please refer to your order number in all of your communication with VMware.

My VMware Account Number: 63615
My VMware Account Name: MSP Partner Name
My VMware Procurement contact: Tony George, tgeorge@msppartner.com
My VMware Super User: Tony George, tgeorge@msppartner.com
My VMware Customer contact: Tony George, tgeorge@msppartner.com

PO Number: PO Number: 26583
Reseller PO Number: Reseller PO Number: AIR
End User PO Number: End User PO Number: AIR
Payment method: VSPP VSPP Name: COMMIT

Bill To: Aggregator Name	Ship To: Partner Name
Aggregator Address	Partner Address
City, State, Zip Code	City, State, Zip Code
Phone: 555-134-2345	Phone: 555-957-5845

Quick Links

- Knowledge Base
- Get My VMware Support
- Login To My VMware

Product	Quantity	Price (USD)
vCAN Mobility Air Plan, 12 Month Commitment	1	.00
Tax		TBD
Shipping And Handling		TBD
Estimated Total		.00

If you are experiencing any login or download issues to the My VMware portal, please contact VMware Global Support Services using your local dial in number which can be found at [Click here](#).

Thank you for registering with VMware. Any information that you provide to VMware will be treated in accordance with our Privacy Policy.

[Contact us](#) [Terms of use](#) [Privacy](#) [Accessibility](#) [Site Index](#) [Help](#) [Feedback](#) [+]





Creation of your Partner Environment

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Partner Environment is Created

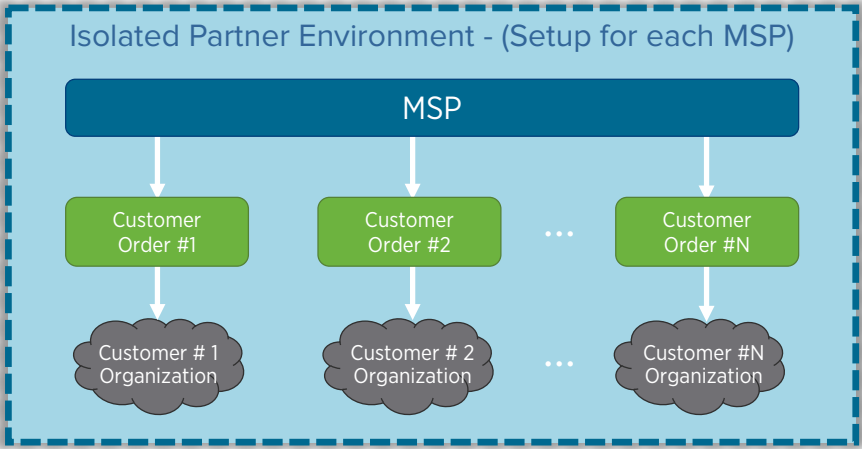
- Order Mobility Services
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Support



Partner Environment Creation

After you have signed up for a Mobility MSP Commit Contract with your preferred Aggregator, VMware will create a personal **isolated multi-tenant environment** for your account. This console will allow you to setup and manage organizations and hierarchies for your customers as well as create sandboxes. See graphic below for the partner environment setup.



Notification Email with Login Credentials

Once your partner environment has been setup, you will receive an email notification with your console location as well as your personal log-in credentials (see sample email to the right). This email will be sent to the key partner contact per the name specified when the Mobility MSP Commit Contract was signed with the Aggregator.


Use these details to access your AirWatch console.

vmware® airwatch

Welcome to AirWatch!

Thank you for partnering with AirWatch® by VMware®. Your account has been created. Please follow the steps below to begin setting up your demo environment.

Log In to Your AirWatch Environment



Enter the following credentials to access your environment.


Log In

Console URL:
<https://awmdm.com/AirWatch>

User Name: `username@company.com`

Password: `Password`

Activate Your AirWatch ID



Activate your AirWatch ID to access [myAirWatch](#), an online portal with partner tools and resources.

Activate

- On demand webinars
- AirWatch Academy training
- Product documentation in the Resource Portal
- ASK AirWatch online knowledgebase

vmware® airwatch

vCloud Air Network Mobility Managed Services Handbook – November 2016

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Access the AirWatch Management Console

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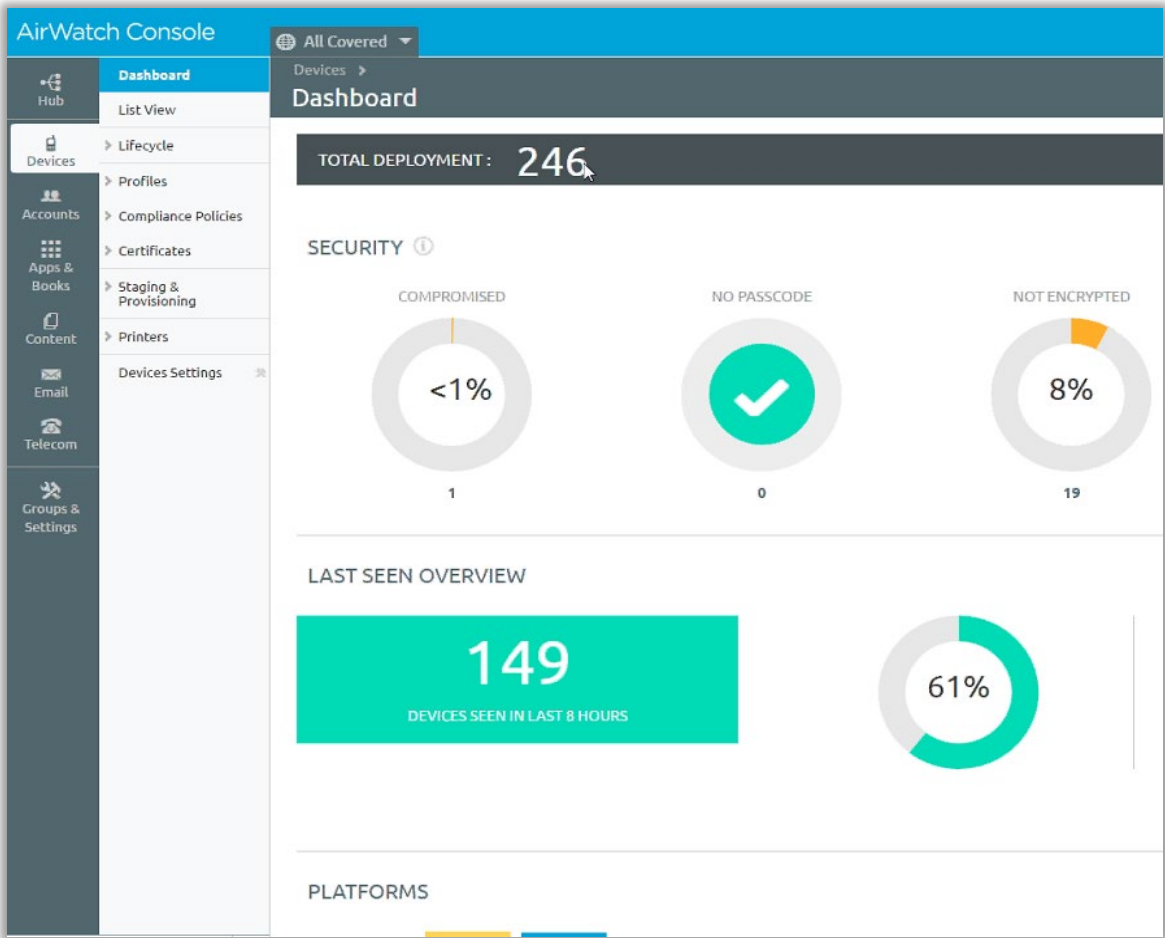


Logging to AirWatch Console for the Partner Environment

Once you have logged in to the console for your partner environment, you will be able to manage your customer accounts and your internal organization groups.

Important – To start creating your customer groups, place a customer order through the vCAN MSP Mobility portal *MyVMware*. Please refer to section 6 (“Order”) of this chapter to learn how to place those orders. **Please do not attempt to create your own customer groups under customer accounts within this console.** New customer accounts and add-ons must be ordered through the vCAN MSP Portal (MyVMware). Failure to comply with this rule may result in improper customer account setup, incorrect billing, transactions not counting towards your monthly commit burn down, and technical issues. Setting up your own customers hierarchies is also considered a violation of the MSP program rules.

In addition to your customer groups, a separate internal hierarchy group is created under your company. Here you can create your own child organization groups for internal use, such setting up demo sandboxes for customers or for practice use to train any of your own employees.



Access MyVMware to Order Services

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Login to MyVMware Portal

Once your Mobility MSP Commit Contract is active and your personal partner environment has been created, you are now ready to start placing AirWatch Orders for your customers.

Use your existing vCAN Partner credentials to login to MyVMware. You should have received an email with your username and password with access to MyVMware when you first activated your vCAN contract. If you have problems accessing your account or have forgotten your login credentials, please contact partnernetwork@vmware.com.

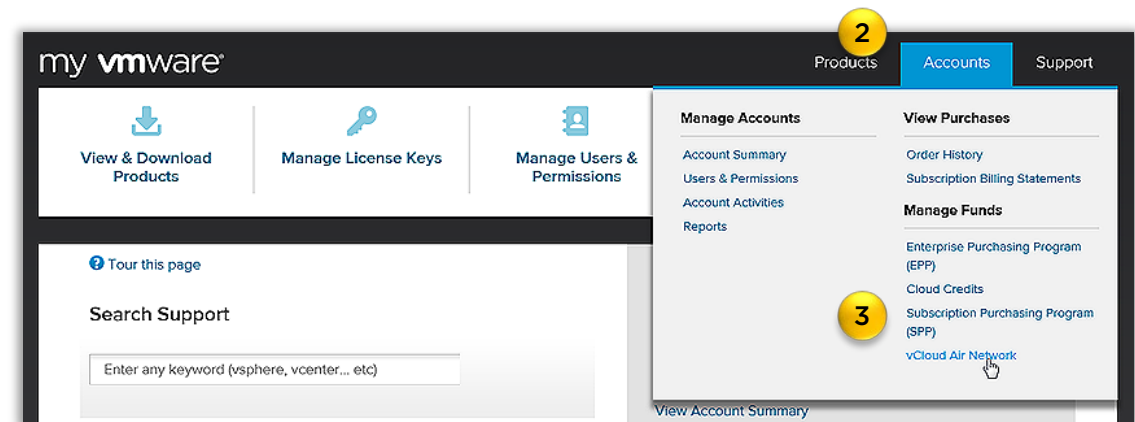
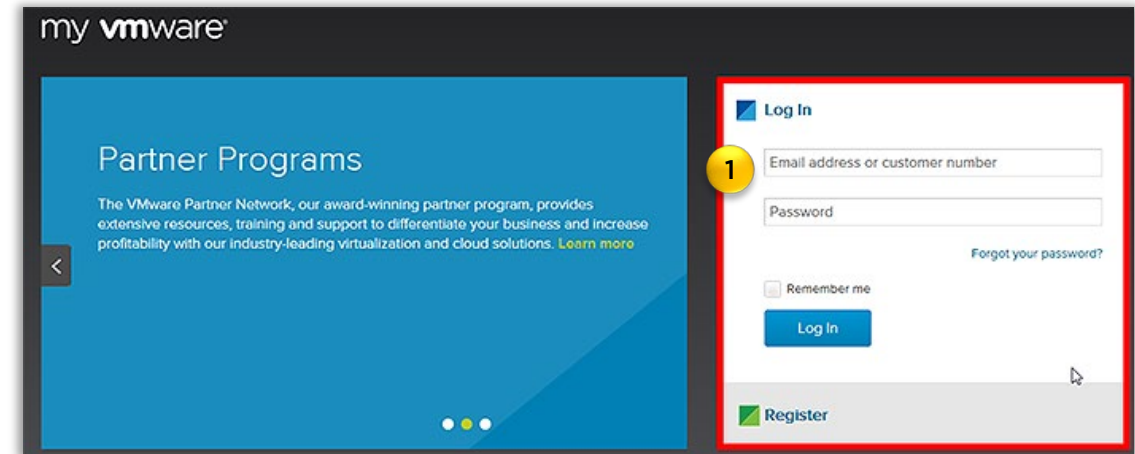
Through MyVMware portal, you will order new services, add-ons, renewals and upgrades for all of your VMware services.

1. To begin, log in to MyVMware.com and enter your credentials as issued by VMware.

Login to the vCloud Air Network Portal

2. To view your vCloud Air Network information within your MyVMware account, click on the Accounts tab
3. Then select the vCloud Air Network option from the pick list.

Through this portal, you will be able to place orders for new services, add-ons, renewals and upgrades.





View your Account Information

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vCAN MSP Contract Details

This is the vCloud Air Network home page within MyVMware, where you can view your existing MSP Mobility Contract.

1. You can see Reference number for your contract.
2. Just below that, you can view any service consumption for the month under this contract.
3. Below the consumption, you can view your monthly commitment level.
4. And finally, you can see the remaining balance for the month. The current balance amount will equal the commitment amount minus the subscription consumption amount.
5. On the right, you will see your company's account number and name, the commit contract number, your contracted aggregator, your authorized currencies and the primary owner and user of your MyVMware account.
6. There is a 12 month contract commitment term in the vCloud Air Network Program, and that is also reflected here.
7. You will see the specific start and end dates of your contract listed as well.
8. Finally, you can link from here to view billing and payment information on the vCloud Air Network Business Portal.
9. Once you are ready to configure and procure a cloud environment, click on the "Start" button.

English VMware.com Store Inner Circle SmokeTest SP2 Impersonated by U

my vmware® Products Accounts

Home / vCloud Air Network

vCloud Air Network

1 AIRWATCH_12422782 | Rename

2 Consumption this month ⓘ

3 \$112.50

4 Commit Level \$500.00 / mo

Current Balance \$387.50 / mo

5 Account 666653645 - VMW Test Service Provider Premier – AMER

6 iAsset Contract# 12422782

7 Aggregator VMW Test Aggregator

8 Currency USD (\$)

9 Contract Term 12 Months ⓘ

10 Start Date 2016-09-15

11 End Date 2017-09-14

View billing and payments on vCAN Portal

12 Owner SmokeTest SP2

13 Users SmokeTest SP2

Add | Remove

Configure Subscription Services, Add-ons, and Renewals **Add Services**

Subscription Services

Service ID	Service Status	Product	Monthly Consumption	Term End	Actions
M841202368	Active	AirWatch Cloud	\$112.50	2016-12-31	Purchase Add-ons



New Service – Place Order

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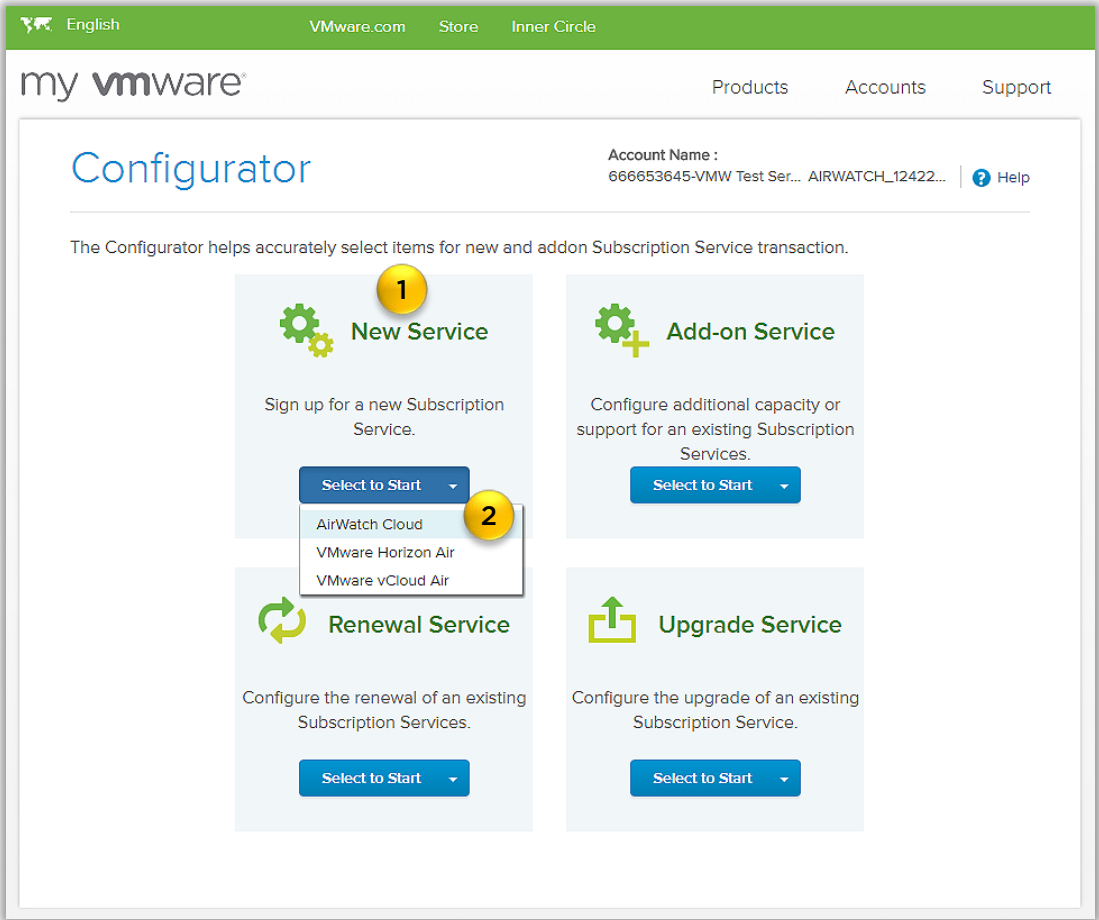
- 6.1 New Service 6.2 Add-On Service 6.3 Renewal Service 6.4 Upgrade Service

Ordering New AirWatch Services

This page allows you to order AirWatch Services, Add Capacity to an existing service, modify your renewal preferences or upgrade a service. Note that subscriptions automatically renew unless configured otherwise.

First, let's walk through ordering for a new AirWatch service.

1. Click "Select to Start" to see your list of available services, which are based on your commit contract type.
2. Select the "AirWatch Cloud" option to provision subscription Mobility services. You will only be able to view this option after your order for a new Mobility MSP commit contract has been submitted and approved.





New Service - Configure

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- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Configuring a New vCloud Air Service

Now you will see the “Configure Service” page in which you will need to select the following:

1. “All” for Region
2. “AirWatch Shared” for Cloud Type
3. “Device” for Pricing Type
4. “12 Months” for Service Term
5. The currency is pre-populated by default according to your enabled currency.

Defining Service Administrator for Order

At the bottom of the configuration page, you will see an option to select a primary service administrator.

6. If the person placing the order is the primary administrator, click on the “Yes, I am the primary administrator of this service” button.
7. If the person who should receive the login to the AirWatch Management Console is different from the person submitting this order request, then click on the “No” button and enter his/her name and email address below.
8. Click on “Continue” when finished.

my vmware

Purchase a Subscription Service

Account Name: 666653645-VMW Test Service... AIRWATCH_12422782

1 CONFIGURE SERVICE 2 SELECT PRODUCTS 3 REVIEW & SUBMIT 4 COMPLETE

All fields are required

Service: AirWatch Cloud

1 Region: All

2 Cloud Type: AirWatch Shared

3 Pricing Type: Device

4 Service Term: 12 months

5 Currency: U.S. Dollar (\$)

Service Cost (MSRP)
Select your service options.

Administrator of Service

This primary administrator of this service is the technical point of contact between your organization and VMware. Indicate below whether you would like to designate administrator for this service.

6 ☐ Yes, I am the primary administrator of this service.
☒ No, I am not the primary administrator of this service

Enter the primary administrator contact for this service

7 First Name: Your Name

Last Name: Your Last Name

Email Address: email@domain.com

8 Continue Cancel

New Service - Select Products

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6.1 New Service

6.2 Add-On Service

6.3 Renewal Service

6.4 Upgrade Service

Choosing the New AirWatch Service

Now you will see the “Select Product” page, where you will choose the right AirWatch Color Suite bundle to purchase.

1. Select the AirWatch Color Suite you wish to buy.
2. Input the quantity you want to purchase for each suite. **Please note that for every new order, there is a minimum of 25 devices for at least one suite that must be placed.** This requirement only applies to new orders, not to add-ons.
3. On the Billing Type, you can choose between billed on a monthly basis or pre-paying the service upfront.
4. The Billing Rate will show the cost per device per month for each suite.
5. The Extended cost will show the total cost per suite based on the number of devices you ordered.
6. And the top you will see the Service Cost, which will reflect your total cost per month.
7. After you have selected your service, press on the “Preview Order” button to continue

Products	Quantity	Billing Type	Billing Rate	Extended Cost
AirWatch by VMware Green Management Suite AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	0	Monthly	\$4.50 / month	\$0.00 / month
AirWatch by VMware Orange Management Suite AirWatch by VMware Orange Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Orange Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace), App Catalog, and Inbox (including SEG).	0	Prepaid	\$64.00 for 12 Month(s)	\$0.00 for 12 Month(s)
AirWatch by VMware Blue Management Suite AirWatch by VMware Blue Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Blue Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace), App Catalog, App Wrapping, AirWatch Content Locker View, Inbox (including SEG), and Browser.	0	Monthly	\$6.67 / month	\$0.00 / month
AirWatch by VMware Yellow Management Suite AirWatch by VMware Yellow Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Yellow Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace), App Catalog, App Wrapping, AirWatch Content Locker View, Inbox (including SEG), Browser, Telecom, and AirWatch Content Locker Collaborate.	0	Monthly	\$9.75 / month	\$0.00 / month



New Service - Review Order Details

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Preview Order

In this next step, you can review all your order details and configuration. Again, note that all prices are shown in MSRP and you will not be billed for these services until the end of the month. At that time, your aggregator will provide consolidated pricing across all services, with applicable partner discounts.

1. Review the service configuration.
2. Review the products and quantity you selected.
3. Review the order costs.
4. Click on the agreement on the Terms and Conditions.
5. Important – As required by the program, basic end customer information must be provided at time of ordering. Please go to “Click to add end customer information” to input your end customer’s information.

my vmware

Purchase a Subscription Service

Account Name: 66653645-VMW Test Service Provider Premier ... AIRWATCH-12422782

1 CONFIGURE SERVICE 2 SELECT PRODUCTS 3 REVIEW & SUBMIT 4 COMPLETE

Review Core Service configuration.

Service Type	AirWatch Cloud
Service Term	12 months
Cloud Type	AirWatch Shared
Pricing Type	Device
Currency	U.S.Dollar

Products	Quantity	Billing Type	Billing Rate	Extended Cost
AirWatch by VMware Green Management Suite				
AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase	25	Monthly	\$4.50 / month	\$112.50 / month

Hide calculations

Due Now \$112.50

First Month Cost \$112.50

This Service Monthly Cost \$112.50 / month

Total Order Commitment \$1,350.00

All orders are final. Once submitted, your order cannot be cancelled.

☐ I agree to the Terms & Conditions

Click to add end customer information



New Service - Enter Customer Information

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service 6.2 Add-On Service 6.3 Renewal Service 6.4 Upgrade Service

Input End Customer Details

Once you click on the “Click to add end customer information” link, you will now be prompted to enter the details for the customer you intend to sell this service to.

1. Enter your end customer details. The following fields are mandatory: Customer Name, Country, and Zip or Postal Code.
2. When completed, please press on “Submit” to place the order.

Entering the End Customer details is important as that information will be attached to the Service ID (SID) for your monthly end user reporting activities in the business portal. Additionally, it ensures that VMware sales compensation occurs, aligning our field team to sell with you the Managed Service Provider

Click to add end customer information

*Required Field

*Customer Name

Customer

1

*Country

United States

*Zip or postal code

Postal Code

Address 1

Enter Address

Address 2

Address 3

City

Enter City

County

State/Province

Enter State

Unique Identifier for End Customer

Cancel

2

Submit

Cancel



New Service - Purchase Confirmation

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Order Reference ID

Now that you have submitted your provisioning request, you will see a reference ID (1) showing that your order has been submitted. Additionally, you will receive an order confirmation via email, and then a separate email with login details once the environment is available.

English VMware.com Store Inner Circle SmokeTest SP2 Impersonated by User: Allen Hsu

my vmware

Products Accounts Support

Purchase a Subscription Service

Account Name : 666653645-VMW Test Service Provider Premier ... AIRWATCH_12422782 ? Help

1 CONFIGURE SERVICE 2 SELECT PRODUCTS 3 REVIEW & SUBMIT 4 COMPLETE

You will receive an order confirmation via email.

Your reference ID is 15266

Manage your Service

The Subscription Service Details page is where you can view billing details, manage your payment method, file a technical support request, and more.

To see all your Subscription Services, visit the [All Services Page](#).



New Service - Provisioning Request Confirmation

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Order Booked Confirmation Email

Once your order has been submitted, it will be routed to the VMware Order Management team for review. After it has successfully passed this review, your order is now booked.

An email confirmation (see sample here) will be sent to the key administrator (as identified during the order) informing you that your order is now being routed to our Operations team for service provisioning. This email will include the following information:

- Account Number
- Account Name
- Contact
- PO/PR Number
- Product
- Start Date
- End Date

At this point, there is no further action needed from you until you receive a notification from VMware that your order has been successfully provisioned.

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Provisioning Request Confirmation

Hello,

Your provisioning request has been received and is being processed.

PROVISIONING REQUEST CONFIRMATION

Request Date: NOVEMBER 04, 2015
Provisioning Request No.: 12345678 (Refer to this request number in all of your communication with VMware)

My VMware Account Number: 98765421
My VMware Account Name: VWW SP ACCOUNT
My VMware Procurement Contact: mark@wwspaccount.com
My VMware Super User: Mark Thomas, mark@wwspaccount.com
My VMware Customer Contact: mark@wwspaccount.com, VWW SP ACCOUNT

PO Number: PR Number: VSPP-12345
Reseller PO Number: Reseller PR Number: Not Available
End User PO Number: End User PR Number: Not Available

Deliver To:

VWW SP ACCOUNT |
1 MAIN STREET, STATE, CITY, ZIP

Ship To:

VWW SP ACCOUNT
1 MAIN STREET, STATE, CITY, ZIP
Phone: Not Available

Product	Quantity
VMware vCloud Government Service - Dedicated Cloud A6A - Core Subscription - SSD Accelerated - 1 Month(GSD-A6ACR-01MT0-F1S)	1
Provisioning will take 6 days.	
Estimated Term Start Date: NOV 10, 2015 Estimated Term End Date: DEC 09, 2015	
Region: US - Virginia Gov 1	
VMware vCloud Government Service - Dedicated Cloud A6A - RSA Hard Token - One Time Charge(GSD-A6AR1-1TCT0-F1S)	1
Provisioning will take 6 days.	
Estimated Term Start Date: NOV 10, 2015 Estimated Term End Date: NOV 10, 2015	
Region: US - Virginia Gov 1	





New Service – Provision Notification

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

- Order Mobility Services
- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Notification of Service Provisioning

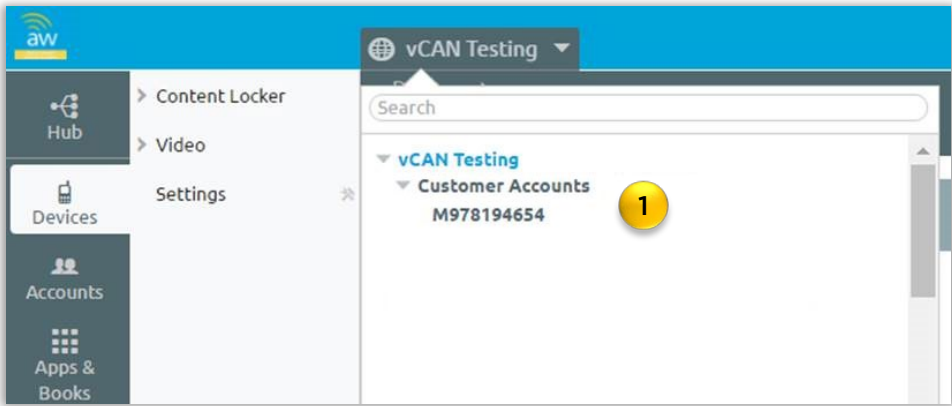
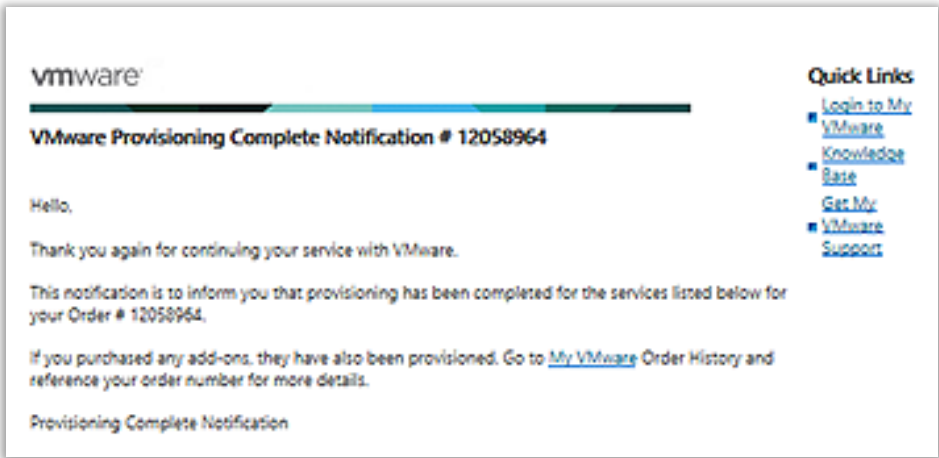
Once your customer order has been successfully provisioned, you will receive an email confirming that your customer organization is now active (sample email notification on the right).

Access your AirWatch Console to view new Customer Accounts

Please log in to your AirWatch Console and you will now see a new customer organization has been provisioned for your order.

All of the MSP Mobility orders will carry a unique identifier, also known as a “SID Number”. They all start with the letter “M” followed by a series of numbers (1).

You may rename the customer account from the SID number to the text name if you wish, by going to “Groups and Settings” within the AirWatch Console and then to “Organization Group Details.” Under there, you will be able to edit the customer attributes. Since the SID number needs to be referenced for all VMware contact issues, we recommend appending the Customer Name next to the SID number for ease of reference, such as “M978194654 – Customer Name.”





Add-on Service - Place Order

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Growing your Mobility Business

Now let's take a look at how you can order add-ons to an existing service.

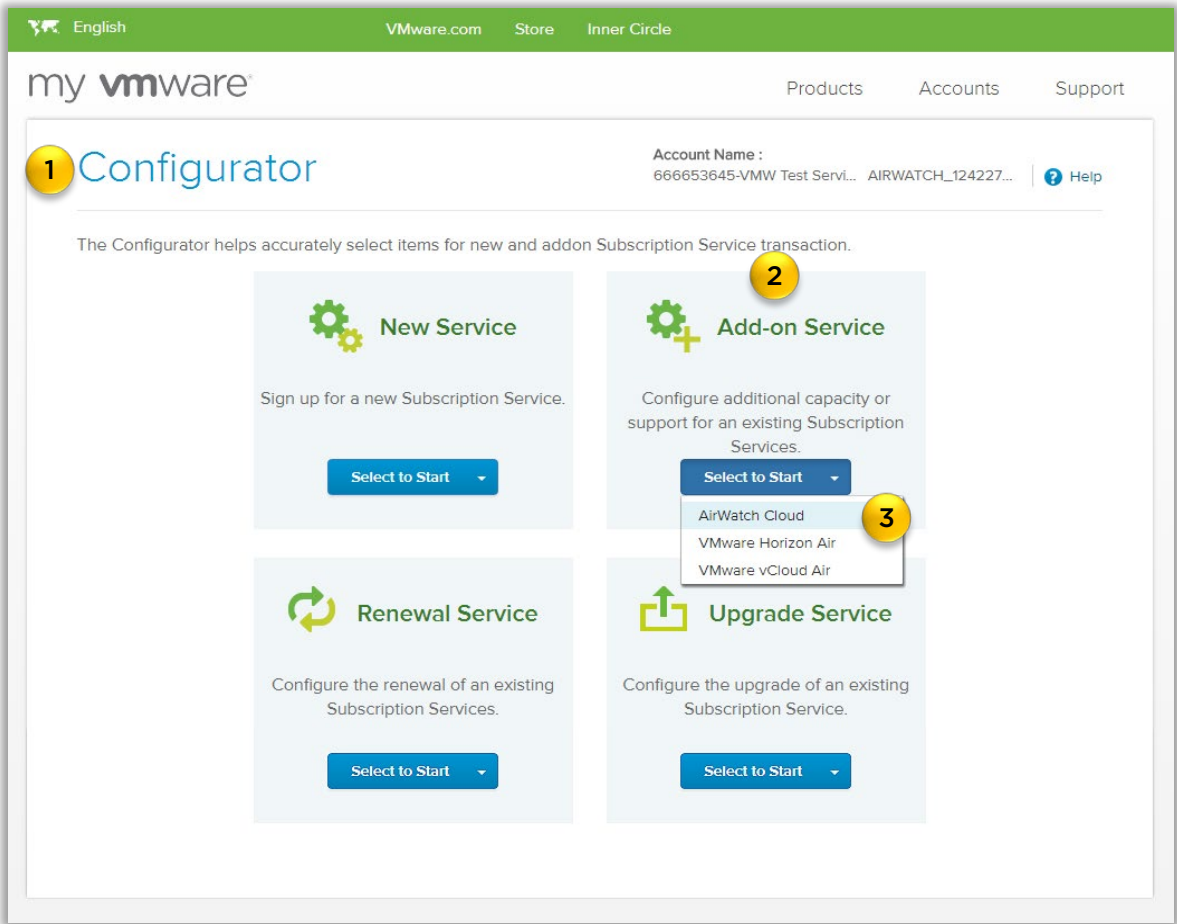
Once you have your MSP service running with your customer, there are several opportunities to grow the relationship and business with them. One such opportunity is to upsell add-ons on top of the original AirWatch core services. Incremental capacity can be added to an existing contract term. Please note that all add-on orders will co-term with the original service it is being added on to.

As a reminder, per program rules, all customer orders (new and add-ons) must be placed through the vCAN MSP Portal (MyVMware). No new customer organizations or add-ons should be placed within the AirWatch Console as this may cause accounts to be set up incorrectly. Any customer organizations or add-ons created through the AirWatch Console cannot be properly supported, and will cause technical and billing issues for your account.

Ordering Add-Ons

To order add-ons to an existing service:

- Go to MyVMware's Configurator's tool for your account
- Click on the Add-On Service Menu
- Select "AirWatch Cloud" to continue





Add-on Service - Select Existing Service

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Select an Existing Service

You will now be taken to a page which displays the current existing services that you currently have. The dashboard will display the Service ID, Service Type, Region, Term End Date and Remaining Term.

1. Choose the Service that are you are looking to order the add-on.
2. If you would like to find out the details of the service, click on the “▼” arrow to reveal its components.
3. Click on “Select” to continue

English VMware.com Store Inner Circle SmokeTest SP2 Impersonated by User Allen Hsu

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Purchase Add-ons Account Name : 66653645-VMW Test Service Provider Premier ... AIRWATCH_12422782 Help

1 SELECT AN EXISTING SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

Select the service to which you would like to modify service terms add-on service

Service ID	Service Type	Region	Term Ending	Remaining Term
M841202368	AirWatch Cloud	All	2016-12-31	2 Months & 20 Days
ASD-AGMSO-12MTD-C1S	Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	Primary	Monthly	2 Months & 20 Days

Cancel





Add-on Service – Configure Additional Capacity

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Configure Additional Capacity

You will now be taken to the page where you can select which add-on services you wish to choose.

1. In this page, you will see the current existing service that you have, including the Service ID and Service Type.
2. Additionally, you will see what is the monthly MSRP cost for the current existing service.
3. Next, select the add-on services and indicate the quantity you wish to order.
4. Select the Billing type for this add-on – monthly or prepaid.
5. You will now see that the estimated MSRP monthly cost for the add-ons reflected in the upper right section as well.
6. When you are satisfied with the add-on order, click on the “Review Order” button at the bottom of the page..

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Account Name: 66553645-VMW Test Service Provider P... AIRWATCH_12423782

Products Accounts Support

Purchase Add-ons

1 SELECT AN EXISTING SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

Configure add-on service to the selected service.

Service ID: M841202368
Service Type: AirWatch Cloud

Monthly Service Cost (MSRP): \$112.50 / month
Monthly Cost (MSRP): \$67.50 / month

Products	Quantity	Billing Type	Billing Rate	Billing Term	Priorized Extended Cost
AirWatch by VMware Green Management Suite					
AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase. Green Management Suite includes AirWatch Mobile Device Management (including native email management, AirWatch Container (former Workspace) and App Catalog.	15	Monthly	\$4.50 / month	21 Day(s)	\$45.75
AirWatch by VMware Orange Management Suite					
AirWatch by VMware Orange Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase. Orange Management Suite includes AirWatch Mobile Device Management (including native email management, AirWatch Container (former Workspace), App Catalog, and Inbox (including SEG).	0	Prepaid	\$64.00 for Month(s)	2 Month(s) and 21 Day(s)	\$0.00
AirWatch by VMware Blue Management Suite					
AirWatch by VMware Blue Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase. Blue Management Suite includes AirWatch Mobile Device Management (including native email management, AirWatch Container (former Workspace), App Catalog, App Wrapping, AirWatch Content Locker View, Inbox (including SEG), and Browser.	0	Prepaid	\$80.00 for Month(s)	2 Month(s) and 21 Day(s)	\$0.00
AirWatch by VMware Yellow Management Suite					
AirWatch by VMware Yellow Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase. Yellow Management Suite includes AirWatch Mobile Device Management (including native email management, AirWatch Container (former Workspace), App Catalog, App Wrapping, AirWatch Content Locker View, Inbox (including SEG), Browser, Telcom, and AirWatch Content Locker Collaboration.	0	Prepaid	\$17.00 for Month(s)	2 Month(s) and 21 Day(s)	\$0.00

Back Review Order Cancel





Add-on Service - Review and Submit Order

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Preview and Place Order

You will now be able to preview your add-on orders before submitting it for provisioning.

1. You will see once more the details of your original existing service, with the Service ID, Service Type and Description
2. Next you can see the add-ons you are ordering, including the Service, quantity, billing type, billing rate, billing term and pro-rated extended costs.
3. If you wish to make any changes to the order, you can click on the “edit” links.
4. You can also see at the bottom in the blue section, the cost summary for the add-on and the service overall and the total order commitment.
5. Click on the “I agree to the Terms & Conditions” checkbox.
6. When you have completed with the review and you are ready to place the order, click on the “Submit” button.

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Products Accounts Support

Purchase Add-ons

Account Name: 666653645-VMW Test Service Provider Premi... AIRWATCH_12422782 Help

1 SELECT AN EXISTING SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT COMPLETE

1 Service ID M841202368
Service Type AirWatch Cloud

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Billing Term	Prorated Extended Cost
AirWatch by VMware Green Management Suite AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	15 edit	Monthly edit	\$4.50 / month	21 Day(s)	\$45.73

Hide calculations

Due Now \$45.73
Monthly Cost \$45.73

4 This Service Monthly Cost \$180.00 / month
Total Order Commitment \$180.73

All orders are final. Once submitted, your order cannot be cancelled.
Prices shown are VMware estimated maximum prices and do not include taxes. Final pricing is subject to the terms and conditions with your Offering Partner and will be reflected in your invoice.

☒ I agree to the Terms & Conditions

5 Submit Cancel



Add-on Service – Purchase Confirmation

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Order Complete

The order is now completed and confirmed.

- A reference ID is provided for this order (1).
- Additionally, you will also receive an email message confirming your upgrade purchase.
- The order is next routed to the VMware Operations team for provisioning. Once the order has been provisioned, an email message will be sent to you, notifying that service is now ready for use and you will be able to view these changes in your AirWatch console as well.

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ProductsAccountsSupport

Purchase Add-ons

Account Name : 666653645-VMW Test Service Provider Premi...AIRWATCH_12422782Help

1 SELECT AN EXISTING SERVICE2 ADD ADDITIONAL CAPACITY3 REVIEW & SUBMITCOMPLETE

You will receive an order confirmation via email.

Your reference ID is 152861

Back to Service M841202368

Manage your Service

The Subscription Service Details page is where you can view billing details, manage your payment method, file a technical support request, and more.

To see all your Subscription Services, visit the All Services Page.





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service 6.2 Add-On Service 6.3 Renewal Service 6.4 Upgrade Service

Service Renewals

Now let's take a look at how you can change the terms to an existing service at renewal time.

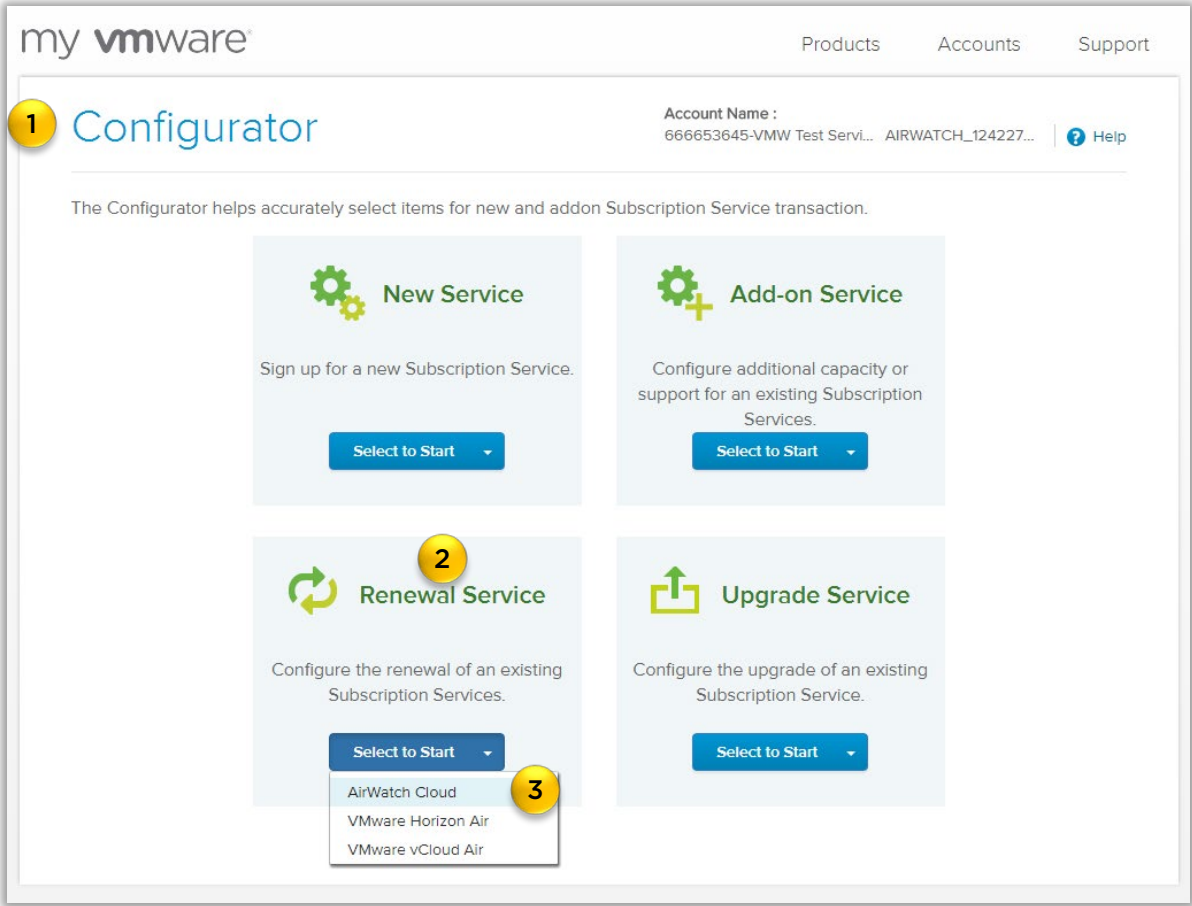
As a reminder, your active services will automatically be renewed at the end of its term – there is no action required from you, unless you wish to change the preferences for the renewal period. Renewals terms that can be changed include the color management suite (for both upgrades and downgrades) and number of seats (increase or decrease units).

Additionally, any changes to the terms must be made before the new term is renewed.

To Change Terms and Renew a Service

To renew an existing service:

1. Go to MyVMware's Configurator's tool for your account
2. Click on the Renewal Service Menu
3. Select "AirWatch Cloud" to continue





Renewal Service – Select a Service

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

- Order Mobility Services
- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Select an Existing Service

You will now be taken to a page which displays the existing services that you currently have. The dashboard will display the Service ID, Service Type, Region, Term End Date and Remaining Term.

1. Choose the Service that are you are looking to renew.
2. If you would like to find out the details of the service, click on the “▼” arrow to reveal its components.
3. Click on “Select” to continue

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Products Accounts Support

Account Name : 666653645-VMW Test Service Provider ... AIRWATCH_12423397 Help

1 SELECT AN EXISTING SERVICE 2 MODIFY SERVICE TERMS 3 REVIEW & SUBMIT COMPLETE

Service ID	Service Type	Term Ending	Remaining Term	Offering Partner	
M781064521 vCloud Air Network	AirWatch Cloud	2017-01-03	2 Months & 15 Days	VMW Test Service Provider Pre-AMER	
SKU	Component	Order Type	Billing Type	Remaining Term	Quantity
ASD-AGMSO-12MT0-C1S	Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	Primary	Monthly	2 Months & 15 Days	25





Upgrade Service – Place Order

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Upgrading your Service

Now let's take a look at how you upgrade an existing service.

You may upgrade your service mid-term into a higher level management suite. Please note that all upgrade orders will co-term with the original service.

These are available upgrade paths for AirWatch:

- From an active Green Suite to Orange, Blue or Yellow.
- From an active Orange Suite to Blue or Yellow.
- From an active Blue Suite to Yellow

To Upgrade a Service

To upgrade an existing service:

1. Go to MyVMware's Configurator's tool for your account
2. Click on the Upgrade Service Menu
3. Select "AirWatch Cloud" to continue

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Products Accounts Support

Account Name : 666653645-VMW Test Servi... AIRWATCH_124227... ? Help

1 Configurator

The Configurator helps accurately select items for new and addon Subscription Service transaction.

New Service

Sign up for a new Subscription Service.

Select to Start

Add-on Service

Configure additional capacity or support for an existing Subscription Services.

Select to Start

Renewal Service

Configure the renewal of an existing Subscription Services.

Select to Start

2 Upgrade Service

Configure the upgrade of an existing Subscription Service.

Select to Start

AirWatch Cloud 3



Upgrade Service - Select Existing Service

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Select an Existing Service

You will now be taken to a page which displays the current existing services that you currently have. The dashboard will display the Service ID, Service Type, Region, Term End Date and Remaining Term.

1. Choose the Service that are you are looking to upgrade.
2. If you would like to find out the details of the service, click on the “▼” arrow to reveal its components.
3. Click on “Upgrade” to continue

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Account Name : 666653645-VMW Test Service Provider Premie... AIRWATCH_12422782

1 CHOOSE AN EXISTING SERVICE 2 CHOOSE AN UPGRADE 3 REVIEW & SUBMIT

Select a Subscription Service to find eligible products to upgrade.

Service ID	Service Type	Term Ending	Remaining Term
M841202368	AirWatch Cloud	2016-12-31	2 Months & 13 Days

Products	Quantity	Action
AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	25	Upgrade

Cancel



Upgrade Service - Select Existing Service

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service 6.2 Add-On Service 6.3 Renewal Service 6.4 Upgrade Service

Choose an Upgrade

You will now be taken to the page where you can select which upgrades you wish to choose.

1. In this page, you will see the current existing service that you have, including the suite and quantity.
2. Additionally, you will see what is the monthly MSRP cost for the current existing service.
3. Next, select the service you wish to upgrade to and click on button dial.
4. Next indicate the quantity you wish to upgrade. The quantity must be equal or less than the existing quantity you have for the current service. In this example, you can upgrade 25 or less units.
5. Select the Billing type for this add-on - monthly or prepaid.
6. You will now see that the estimated MSRP monthly cost for the add-ons reflected in the upper right section as well.
7. When you satisfied with the add-on order, click on the “Review Order” button at the bottom of the page..

Purchase Upgrade

Account Name : 666653645-VMW Test Service P... AIRWATCH_12422782 ? Help

1 CHOOSE AN EXISTING SERVICE 2 CHOOSE AN UPGRADE 3 REVIEW & SUBMIT 4 COMPLETE

2 Monthly Service Cost (MSRP) \$112.50 / month 6 Add-On Prepaid Cost (MSRP) \$33.81

Products	Quantity	Available Quantity
AirWatch by VMware Green Management Suite AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog.	25	25

Products	Upgrade Quantity	Billing Type	Upgrade Rate	Billing Term	Prorated Extended Cost
AirWatch by VMware Upgrade from Green Management Suite to Orange Management Suite AirWatch by VMware Upgrade Green to Orange - Shared Cloud - Per Device - Data Center location selected post purchase Orange Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace), App Catalog, and Inbox (including SEG).	15	Prepaid	\$11.00 for 12 Month(s)	2 Month(s) and 14 Day(s)	\$33.81

Back Review Order Cancel



Upgrade Service - Review and Submit Order

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment is Created

Order Mobility Services

- Complete Monthly Reports
- Invoice and Billing

Support



- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Preview and Place Order

You will now be able to preview your add-on orders before submitting it for provisioning.

1. You will see once more the details of your original existing service, with the Service ID, Service Type and Description
2. Next you can see the upgrade you are ordering, including the Service, quantity, billing type, billing rate, billing term and pro-rated extended costs.
3. If you wish to make any changes to the order, you can click on the “edit” links.
4. You can also see at the bottom in the blue section, the cost summary for the upgrade and the service overall and the total order commitment.
5. Click on the “I agree to the Terms & Conditions” checkbox.
6. When you have completed with the review and you are ready to place the order, click on the “Submit” button.

Account Name : 66653645-VMW Test Service Provider Premie... AIRWATCH_L12422762

1 CHOOSE AN EXISTING SERVICE 2 CHOOSE AN UPGRADE 3 REVIEW & SUBMIT COMPLETE

Service ID	Service Type	Subscription Service Add-on	Quantity	Billing Type	Upgrade Rate	Billing Term	Prorated Extended Cost
M841202368	AirWatch Cloud	AirWatch by VMware Upgrade from Green Management Suite to Orange Management Suite	15	Prepaid edit	\$11.00 for 12 Month(s)	2 Month(s) and 14 Day(s)	\$33.81

Due Now \$33.81

This Service Monthly Cost \$112.50 / month

Total Order Commitment \$33.81

All orders are final. Once submitted, your order cannot be cancelled. Prices shown are VMware estimated maximum prices and do not include taxes. Final pricing is subject to the terms and conditions with your Offering Partner and will be reflected in your invoice.

☒ I agree to the Terms & Conditions

Back Submit Cancel



Upgrade Service – Purchase Confirmation

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- 6.1 New Service
- 6.2 Add-On Service
- 6.3 Renewal Service
- 6.4 Upgrade Service

Order Complete

The order is now completed and confirmed.

- A reference ID is provided for this order (1).
- Additionally, you will also receive an email message confirming your upgrade purchase.
- The order is next routed to the VMware Operations team for provisioning. Once the order has been provisioned, an email message will be sent to you, notifying that service is now ready for use and you will be able to view these changes in your AirWatch console as well.

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ProductsAccountsSupport

Purchase Upgrade

Account Name :
666653645-VMW Test Service Provider Premie...AIRWATCH_12422782

1 CHOOSE AN EXISTING SERVICE2 CHOOSE AN UPGRADE3 REVIEW & SUBMITCOMPLETE

You will receive an order confirmation via email.

Your reference ID is 158471

Back to Service M841202368

Manage your Service

The Subscription Service Details page is where you can view billing details, manage your payment method, file a technical support request, and more.

To see all your Subscription Services, visit the All Services Page.



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Complete Monthly Reporting Requirements

Once a month, partners need to complete end user reporting inside the vCloud Air Network business portal. All of the service information will be prepopulated with the information that you entered during ordering.

This report is used to initiate the monthly billing cycle. Once your report has been submitted, your aggregator will provide a consolidated invoice, aggregating subscription and rental usage (if applicable) in a single bill and with your partner discounts applied.

Additionally, this report is used for internal compensation purposes and is key to ensuring the VMware field sales team is aligned with our service provider channel.

Timelines for Monthly Reporting

- **Access Portal after the 3rd of Every Month** – Records of consumption of MSP cloud services for the month will be visible to partners on the 3rd day of the following month. Example: records for consumption in May will be available to the partner starting June 3rd. It is at this time that partners must access the vCAN Business Portal to view their usage for the previous month and start completing pending reports.
- **Submit Report by the 5th of Every Month** – Pending reports need to be completed and submitted to your Aggregator by the 5th of every month.

To complete your end user reporting, log in to the **vCloud Air Network Business Portal**, using your **VMware-issued credentials**.



ACCESS PORTAL

Click [here](#) to access the vCloud Air Network Business Portal or go to the link below:
<https://vmware.iasset.com>

vmware vCloud Air™ Network Program Business Portal

Language: English

User ID:

Password:

Login

[Forgot Password](#)

iasset.com Supported Browsers v8.9.4.23691



View Pending End User Reports

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Take action on your Pending Reports

Once logged in to the Business Portal, you will see pending monthly reports for your services. These reports require action. Any completed reports would not appear in this list.

1. You can see report summary information here, such as the contract number, contract type, billing period, reporting due date, MSRP amount consumed, MSRP commitment amount, and the buy base, which is your commitment amount after applicable partner discounts.
2. Click on the Edit icon at the left to access each of these reports.

Monthly Reporting

Monthly Reports must be completed sequentially from earliest to latest

Export

Edit	Region	Aggregator	Agg PRM ID	SP PRM ID	SP PO#	SP Country Name	Contract No	Contract Status	Contract Type	Usage Period	Due Date	SP Com
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422782	Active	AIRWATCH	August 2016	9/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422782	Active	AIRWATCH	September 2016	10/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422838	Active	AIRWATCH	May 2016	6/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422838	Active	AIRWATCH	June 2016	7/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422838	Active	AIRWATCH	July 2016	8/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422838	Active	AIRWATCH	October 2016	11/4/2016	
	AMER	VMW Test Aggrega	10464713	10068006		United States	12422838	Active	AIRWATCH	September 2016	10/4/2016	



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Review End User Information

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Review End User Name for Service

1. The end customer information that was entered during ordering will be automatically be populated with the SID. You can simply review the information and if no changes are needed, no action further action is needed and you can simply click on “Next.”
2. If however, you would like to make changes to those details for your customer, you can do so now. Click on the plus sign next to the “Select One End User” box to edit the name of the end customer. When finished, click on “Next”.

Contract Collection Details

AIRWATCH Usage

AIRWATCH End User Usage

Summary

Contract No	12422782	Status *	Pending SP	Billing Order	
Contract SKU	VCAN-MBL-LV1-C	Collection Period	Sep / 2016	Sub-Status	
Contract Desc	VCAN-MBL-LV1-C	Region	AMER	Notes	
Aggregator	VMW Test Aggregator	SP PO# *	12345ABC		
Agg Contact	Test Agg				
Service Provider	VMW Test Service Provider Premier - AMER				
SP Contact	SmokeTest SP2				

USD \$	AGG Buy Price	AGG Sell Price
Min Commit	\$450.00	\$450.00
Overage	\$0.00	\$0.00
Total	\$450.00	\$450.00

End User Usage Report

Export

Reporting Sku	Reporting Description	Min Commit	End User	Prior Month Usage	Utilised Units	Min Unit	Unit
VCAN-MBL-MBO-LV1-C	VCAN-MBL-MBO-LV1-C	500.00					Dollar
SIDs included in this report							
	M841202368		Default: VMW Test Service Provider Premier - AMER		112.5	112.5	Dollar

-- Select One End User --



Submit Report

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Report Summary

1. The final step in end user reporting is reviewing the summary page. Ensure all information looks correct and accurate.
2. Finish by clicking “Commit” to send the report back to your aggregator. Your aggregator will then use this reporting information to issue your monthly invoice.

Contract Collection Details

AIRWATCH Usage

AIRWATCH End User Usage

Summary

Aggregator	VMW Test Aggregator	Agg Contact	Test Agg	Region	AMER
Service Provider	VMW Test Service Provider Premier - AMER	SP Contact	SmokeTest SP2	Currency	USD
Usage Period	Sep / 2016	Billing Account	Bill To - AMER	Agg Order Buy Total	\$0.00
				Agg Order Sell Total	\$450.00

Contract No	SKU	Description	Commit	Qty	Unit Agg Buy	Unit Agg Sell	Total Agg Buy	Total Agg Sell
12422782	VCAN-MBL-LV1-C	VCAN-MBL-LV1-C	\$500.00					
	VCAN-MBL-MBO-LV1-C	VCAN-MBL-MBO-LV1-C		1	\$450.00	\$450.00	\$450.00	\$450.00
							\$450.00	\$450.00

PO No 12345ABC

1

2

Prev

Commit



View Updated Report Queue

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Confirm there are no Pending Reports Left

1. You will now see that there are no longer pending reports awaiting action.
2. Click on the Reports tab to view previously committed reports..



MSP Billing from Aggregators

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- Order Mobility Services
- Complete Monthly Reports

Invoice and Billing

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Aggregator Invoice

At the end of every month, the Managed Service Provider will receive an aggregated bill from their Aggregator for all of the VMware services that have been consumed during the previous month. The payment for these services is to be made to the Aggregator who sent you the invoice.

The invoice format will vary by Aggregator, but they will contain at a minimum the VMware SKU number, product description, service usage date from and to, quantity, and the SID number.

On the right is an illustrative example of how an aggregator invoice might look.

As reminder, for the first 3 billing cycles of your MSP contract, you will only be invoiced for actual services consumed as the monthly minimum commit spend will not be enforced. This is known as the “grace period”.

After the grace period is complete, you will be billed for the actual services consumed if your monthly MSRP spend is greater than the monthly minimum commit. Your invoice will be based on the net price after discount.

On the other hand, if your monthly MSRP spend is less than the monthly minimum commit, then you will be billed for the monthly MSRP commit amount minus your contract discount.

Aggregator Name
123 Main Street
Palo Alto, CA 94303
Tel: (650) 555-1212

MSP Name
234 Broadway Blvd
New York, NY 10027
Tel: (212) 555-1212

Invoice #	Invoice Date	Payment Terms	Due Date
987654-ABC	5/5/2015	NET 30	6/5/2015
Billing Period	Customer PO#	Monthly MSRP Commit	Discount
01-03-2016 to 31-03-2016	123454-XYZ	\$500.00	10% off MSRP

MFR SKU	Description	Usage From Date	Usage to Date	Qty	MSRP Price	Net Price (after discount)	SID#
ASD-AGMSO-12MTO-CIS	AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Subscription - 12 monthly Payments	1/1/2016	1/31/2016	30	\$135.00	\$121.50	M123456789
ASD-ABMSO-12MTO-CIS	AirWatch by VMware Blue Management Suite - Shared Cloud - Per Device - Subscription - 12 monthly Payments	1/1/2016	1/31/2016	10	\$66.70	\$60.03	M123456789
Monthly Total					\$201.70	\$181.53	
Overage (amount over your Monthly Commit)					\$0.00	\$0.00	
Minimum Monthly MSRP Spend					\$500.00		
Your total invoice for this period (please pay this amount):						\$450.00	





Invoicing for Monthly Commits

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Billing with Monthly Commits

Once you have signed up for a MSRP Monthly Commit, this represents the minimum spend amount that you as a MSP need to consume in a given month. As such, your Aggregator will be billing you for this amount as a base at the end of every month.

1. **“Overage”** - Should your spend exceed the monthly MSRP commit, you will be charged for the actual usage based on your purchase price after discounts.
2. **“Underage”** - However, should you not achieve the monthly MSRP commit, you will be billed for the full monthly MSRP commit amount.

Grace Period - Please note that when Service Providers sign up for the initial MSP commit contract, you will have a grace period for the first 3 billing cycles to can ramp your monthly spend. During this time, you will only be invoiced for the actual service ordered, without the minimum monthly commitment amount being enforced.

Note - Commit Spend amounts are based on MSRP.

1	Date	Description	Monthly MSRP Amount	Partner Buy Base (after discount)	Billing SKU
Ordered Services	1/1/2016	AirWatch Green Suite Subscription x 200 units	\$900	-	-
Monthly Invoice	2/1/2016	MSP Commit Level 1 Monthly Billing Order (10% discount)	\$500	\$450	VCAN-MBL-MBO-LV1-C
	2/1/2016	MSP Commit Level 1 Overage Charges	\$400	\$360	VCAN-MBL-OV-LV1-C
		TOTAL INVOICED			\$810

2	Date	Description	Monthly MSRP Amount	Partner Buy Base (after discount)	Billing SKU
Ordered Services	1/1/2016	AirWatch Green Suite Subscription x 50 units	\$225	-	-
Monthly Invoice	2/1/2016	MSP Commit Level 1 Monthly Billing Order (10% discount)	\$500	\$450	VCAN-MBL-MBO-LV1-C
		TOTAL INVOICED			\$450



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Mobility MSP Support



Support Model for Managed Services

In the MSP program, the Service Provider owns the Terms of Service and all support for their end customers. While VMware's support teams are available for technical support escalations, the MSP partner's end customer would never contact VMware directly, and the MSP partner can choose whether or not to leverage the VMware brand in their customer interactions. In this way, the MSP partner can seamlessly extend their own service offerings while the customer still works exclusively with their same service provider.

As such, VMware will provide technical assistance escalations during and after the deployment. In turn, the Service Provider will provide support and deliver managed services for their customers.

Business and Operations Support

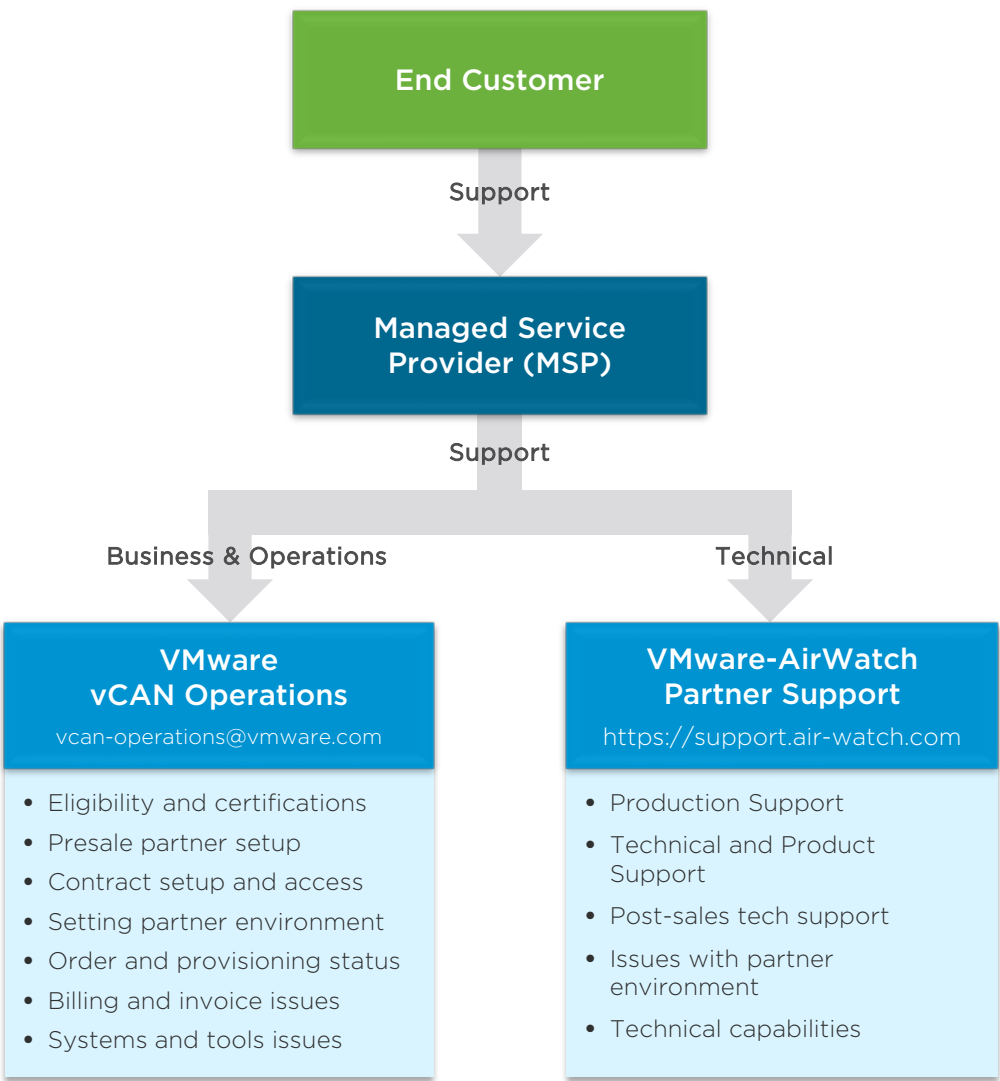
For support for any non-technical issues, please contact the vCloud Air Network Operations team at vcan-operations@vmware.com.

These may include questions regarding the vCAN MSP program, partner requirements and eligibility criteria, certification, contract setup, access to the ordering tool and business portal, support with placing orders, status of orders and provisioning, billing and invoicing and systems and tool issues.

Technical Support

For technical support, please contact the VMware AirWatch Partner Support team by opening a case through <https://support.air-watch.com>.

All of the Color Management Suites offered through the Mobility MSP program include Production Technical Support.



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AirWatch Production Support Overview

All of the Color Management Suites offered through the vCAN Mobility MSP program include Production Support.

Our support centers are strategically placed to provide you with fast and efficient access to the support team in your region. Each center is staffed with engineers that can provide industry-leading expertise in mobility and have experience supporting real-world customer environments. VMware is committed to delivering enterprise-class, worldwide support with a focus on a single objective: your success.

Partner Technical Support Requests

Partner may submit tickets via the telephone or online through MyAirWatch. Severity Level 1 issues, must be reported via the telephone for response target SLAs to apply. Trouble shooting steps taken and results received must be fully documented before submitting the case.

All support requests need to be addressed individually. If more than one issue arises on behalf of a particular end-customer, the Partner is responsible for using best judgment during the support request submission on whether a single or multiple support requests are required. Should the partner support cases overlap, the support team may link or merge the support requests.

Partner Support Administrators

Partner shall appoint an appropriate number of people whom Partner will designate as Partner agents with the authority to perform certain administrative functions on the Subscription Services, serving as Partner' technical contact. Partner is also solely responsible for keeping Partner account information current through MyAirWatch, MyVMware as well as the vCloud Air portal. Partners must have a minimum of 2 and a maximum of 6 Partner technical contacts responsible for AirWatch support issues.

If a support request is deemed to be a professional service request, the request will be closed and vCAN administrators will be guided to the vCAN CAM or Partner Operations for professional support purchases. AirWatch partner support reserves all rights to close the support request and route to presales for purchasing of professional services. When in doubt, its recommended to submit a support ticket for qualification, or to reach out to partneroperations@air-watch.com.

FEATURE	AIRWATCH PRODUCTION SUPPORT
Hours of Operation	24 hours/day 7 days/week 365 days/year
Length of Service	1 year
Software Updates	Yes
Products Supported	All AirWatch Products
Method of Access	Telephone, Web
Response Method	Telephone, Web
Response Support	Yes
Access to AirWatch Forums and Knowledgebase	Yes
Maximum Number of Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Target Response Times Severity 1 Severity 2 Severity 3 Severity 4	30 minutes or less; 24x7 4 business hours; 12x5 8 business hours; 12x5 12 business hours; 12x5
Root Cause Analysis	Provided, upon request, for Severity 1 support requests
Business Hours	Monday – Friday 8AM - 8PM (Local Time Zone)



MSP Support Roles and Responsibilities

As a participating partner, you will own the terms of service (ToS) with your customers and must include support and managed services on top of the cloud products purchased from VMware. Partner will have access to technical support from VMware via Partner Support with the following provisions.

Partner Support Responsibilities	<p>Partner is responsible for all End User support, which includes but is not limited to End User communication, any managed services provided by Partner, and End User education questions related to the different components of the Subscription Services offering.</p> <p>Partner will be responsible for answering installation, configuration and usage questions, problem isolation and identification, determination if the problem is documented in VMware publications for known problem resolutions and attempting to re-create a customer's problem and provide an acceptable resolution or workaround.</p>
VMware Support Responsibilities	<p>VMware will provide support for the partner as it relates to the Subscription Services platform and any design engineering knowledge or expertise related to the platform or VMware Software to isolate a problem with the Platform or Software and effect a resolution.</p> <p>Any escalated issues that are determined to be caused by a piece of the infrastructure under Partner's area of responsibility will be escalated back to Partner through an agreed process.</p>
Escalation Process	<p>Partner may submit tickets via the telephone or electronically online through MyVMware, or through MyAirWatch for mobility services. The parties will mutually agree upon severity level categories. Severity response target times will be found at http://www.air-watch.com/downloads/AW-Production-Datasheet.pdf for mobility services.</p> <p>Severity Level 1 issues must be reported via the telephone for response time SLAs to apply. Trouble shooting steps taken and results received must be fully documented before submitting the case.</p>
Partner Support Training	<p>VMware may provide Partner support staff with initial training on the features and functionalities of the Support Services via a remote delivery mechanism, and/or other mutually agreed upon methods, at no additional charge.</p> <p>For mobility services, training is required for participation in the MSP offering. Please visit Partner Central for a current list of required and recommended trainings.</p>
Administrators	<p>Partner shall appoint an appropriate number of people whom Partner will designate as Partner agents with the authority to perform certain administrative functions on the Subscription Services, serving as Partner' technical contact. For mobility services, the minimum number of technical contacts per contract is two, and the maximum is six.</p> <p>Partner is also solely responsible for keeping Partner account information current through MyVMware, as well as the respective service portal (vCloud Air, Horizon Air, MyAirWatch and so on).</p>



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Mobility MSP Support Levels

Below is the chart describing the different support level classifications for the vCAN Mobility MSP program. In the MSP program, the partner owns all support for their end customers including Level 1 and 2 scenarios. As reminder, it is extremely critical that partners complete all required and recommended trainings in order to be able to provide adequate front line support for their customers. VMware will be available to the partner for technical support escalations (Level 3).

Support Level	Description	Owner
Entitlement	Partner's initial response to an end-user initiated request for support. Includes: Verification and validation of services the customer is entitled to receive; logging the call and problem details in support case management database; dispatch of the request for support.	MSP Partner
Level 1	Services provided by Partner in response to customer's request for support. Includes: Gathering and identifying errors in logs; answering installation, configuration, and usage questions; problem isolation and identification; determination if the problem is documented in VMware publications; review of symptoms-solutions database for known problem resolutions.	MSP Partner
Level 2	Services provided by Partner to perform an in-depth analysis of the suspected problem. Includes: Attempt to re-create the problem and to provide acceptable problem resolution or workaround.	MSP Partner
Level 3	Services provided by VMware to resolve problems that are determined to be, or highly probable to be, the result of a design or manufacturing defect, or the result of a complex interaction between VMware's product and another product that cannot be resolved by the Partner, and requires product design knowledge or expertise to isolate and effect a problem resolution. During Level 3 support interactions, the vCAN Partner is responsible for managing the support relationship and ongoing communication with the customer.	VMware to MSP Partner MSP Partner to Customer
Escalation Management	Customer Situation/Escalation Management is the responsibility of vCAN Operations. During Level 3 support interactions, the vCAN Partner is responsible for managing the support relationship and ongoing communication with the customer.	MSP Partner to Customer



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MSP Support & Questions

- Managed Service Provider Questions
MSP@vmware.com
- vCloud Air Network Questions
vcloudairnetwork@vmware.com
- vCloud Air Operational Questions
vcan-operations@vmware.com

MSP Links

- vCloud Air Network MSP Program Guide
[Link](#)
- vCloud Air Network MSP Home Page
[Link](#)
- vCloud Air Network Home Page
[Link](#)
- vCloud Air Network MSP Datasheet
[Link](#)
- vCloud Air Network MSP Video
[Link](#)

AirWatch Links

- AirWatch Home Website
[Link](#)
- AirWatch Twitter Page
[Link](#)
- VMware Enterprise Mobility Management Website
[Link](#)
- AirWatch Customer Case Studies and Whitepapers
[Link](#)
- AirWatch TV (Videos)
[Link](#)

Support Links

- AirWatch KB
[Link](#)
- AirWatch Resources for Guides, Manuals, Software Downloads, etc.
[Link](#)
- AirWatch Support Community Forums
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- AirWatch Partners Home Page
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