



# VMware Cloud Provider Program Managed Service Provider Mobility Partner Handbook

Workspace ONE Cloud Services

September 2019





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## Mobility Managed Services – Partner Handbook

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## Program Overview

VMware Cloud Provider  
Program

Managed Service Provider  
(MSP)

Mobility MSP  
(Workspace ONE Cloud)

## Product Offerings

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# Program Overview



# VMware Cloud Provider Program Overview

## Program Overview

VMware Cloud Provider Program

Managed Service Provider (MSP)

Mobility MSP  
(Workspace ONE Cloud)

## Product Offerings

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### VMware is your Partner in the Cloud

The VMware Cloud Provider™ Program (formerly known as 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 Cloud Provider Partners deliver service 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 Cloud Provider Service Provider ecosystem
- Multiple compliance certifications, managed and application services, and vertical market specializations that meet customer requirements
- Data sovereignty provided through local VMware Cloud Provider Program 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 Cloud Provider Program 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 VMware Cloud Provider 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®


Cloud Provider Program



VMware  
Cloud  
Services



Cloud Partner  
Ecosystem



The world's largest network of validated cloud services based on VMware technology, providing our customers with unprecedented flexibility and choice of cloud providers on a local basis



# VMware Cloud Provider Program Partner Journey

## Program Overview

VMware Cloud Provider Program

Managed Service Provider (MSP)

Mobility MSP  
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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 VMware Cloud Provider Program 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](http://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

## Program Overview

VMware Cloud Provider Program

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### VMware-based Cloud Services that meet your Business Needs

The VMware Cloud Provider Program is an ecosystem of over 4,400 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 models within the VMware Cloud Provider Program – License Rental and Managed Service Provider.

#### VMware Cloud Provider License Rental

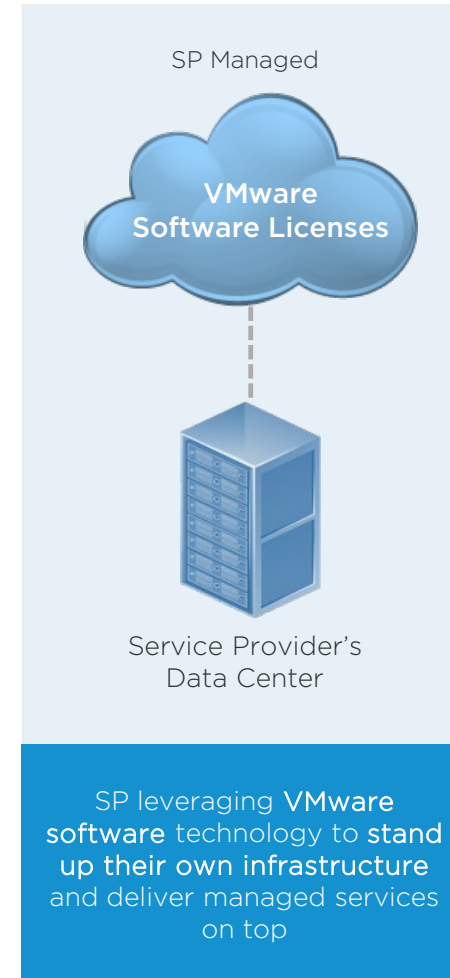
Under the License Rental model, Service Provider partners leverage VMware software licenses to build out their own infrastructure offerings and managed services in their own data centers.

#### VMware Cloud Provider Managed Service Provider

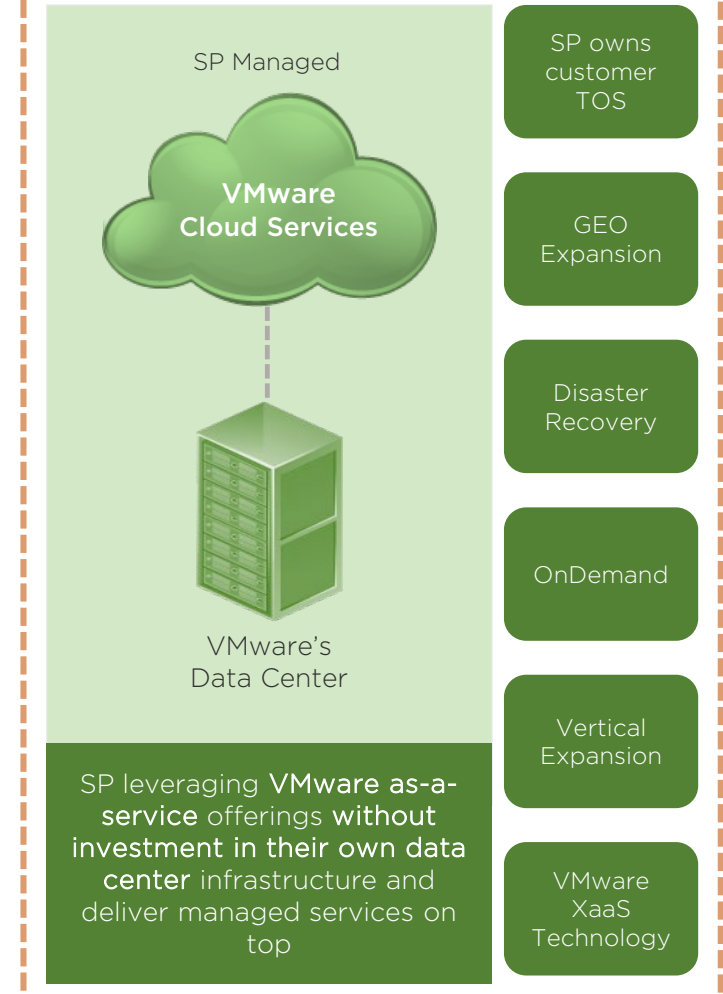
Under the **Managed Services Provider (MSP)** program, partners purchase VMware Cloud services and offer managed services on top to resell to their customers.

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 VCPP 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.

### License Rental



### Managed Services



# Requirements and Benefits of the MSP Program

## Program Overview

VMware Cloud Provider Program

Managed Service Provider (MSP)

Mobility MSP  
(Workspace ONE Cloud)

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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 VMware Cloud Provider Managed Services Provider model will give your end-customers more choice.

Your customers will benefit from the VMware's as-a-service offering 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 VMware's compliance and certifications to add your value managed services and vertical market expertise to the core infrastructure.

## Requirements

- ▶ Join VMware Partner Network and VMware Cloud Provider 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
  - DaaS Competency
  - VMC on AWS Competency
  - NSX SD-WAN 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



# Managed Service Provider Lifecycle

## Program Overview

VMware Cloud Provider Program

Managed Service Provider (MSP)

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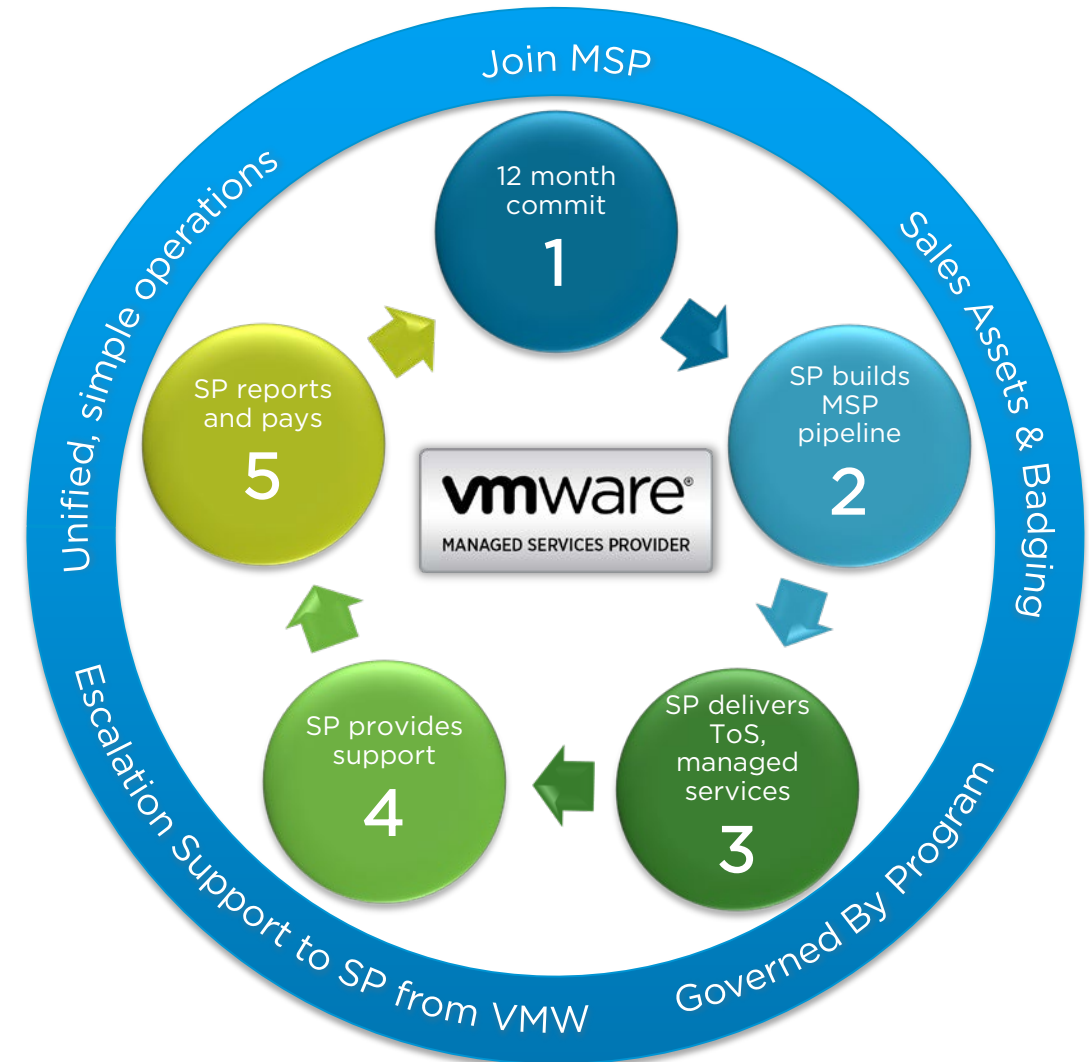
## Business Process

## Support

### Program Lifecycle

Below is an overview of the VMware Cloud Provider Program MSP lifecycle.

- 1. Commit to a 12-month Contract** – Partner signs a VMware Mobility 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 Workspace ONE Partner Support 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.





# Managed Service Provider Route-to-Market

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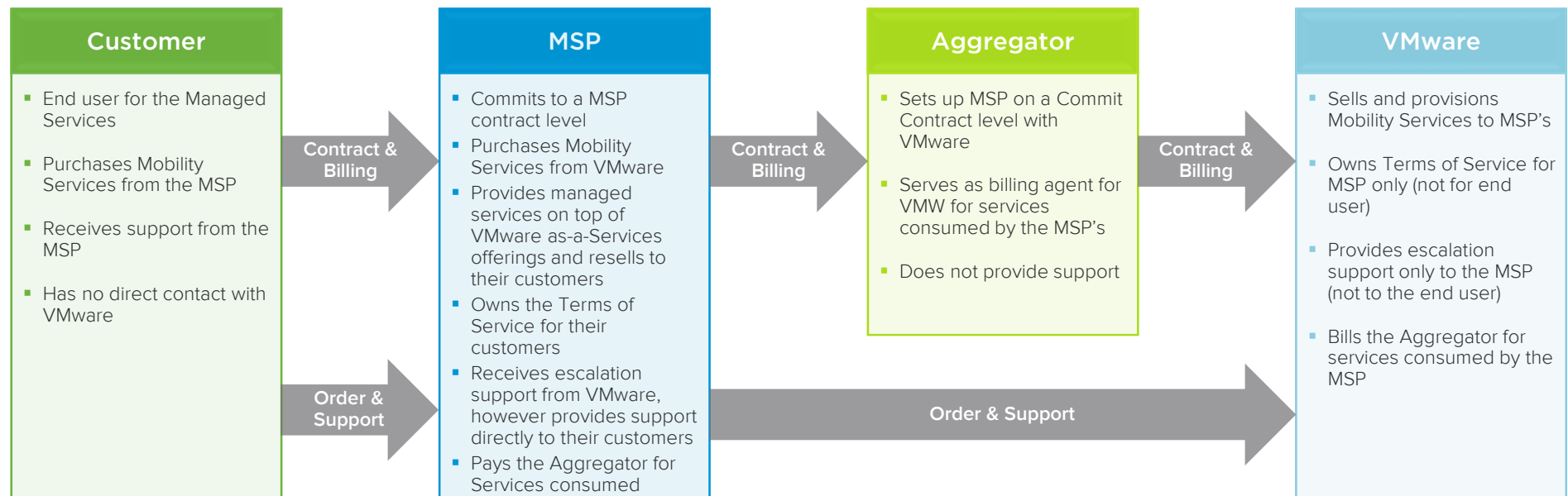
### VMware Cloud Provider Managed Service Provider Route-to-Market Model

There are four participants in the Managed Service Provider (MSP) 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 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.



# Choosing MSP as the Right Business Model

## Program Overview

VMware Cloud Provider Program

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### Choosing the Right Business Model

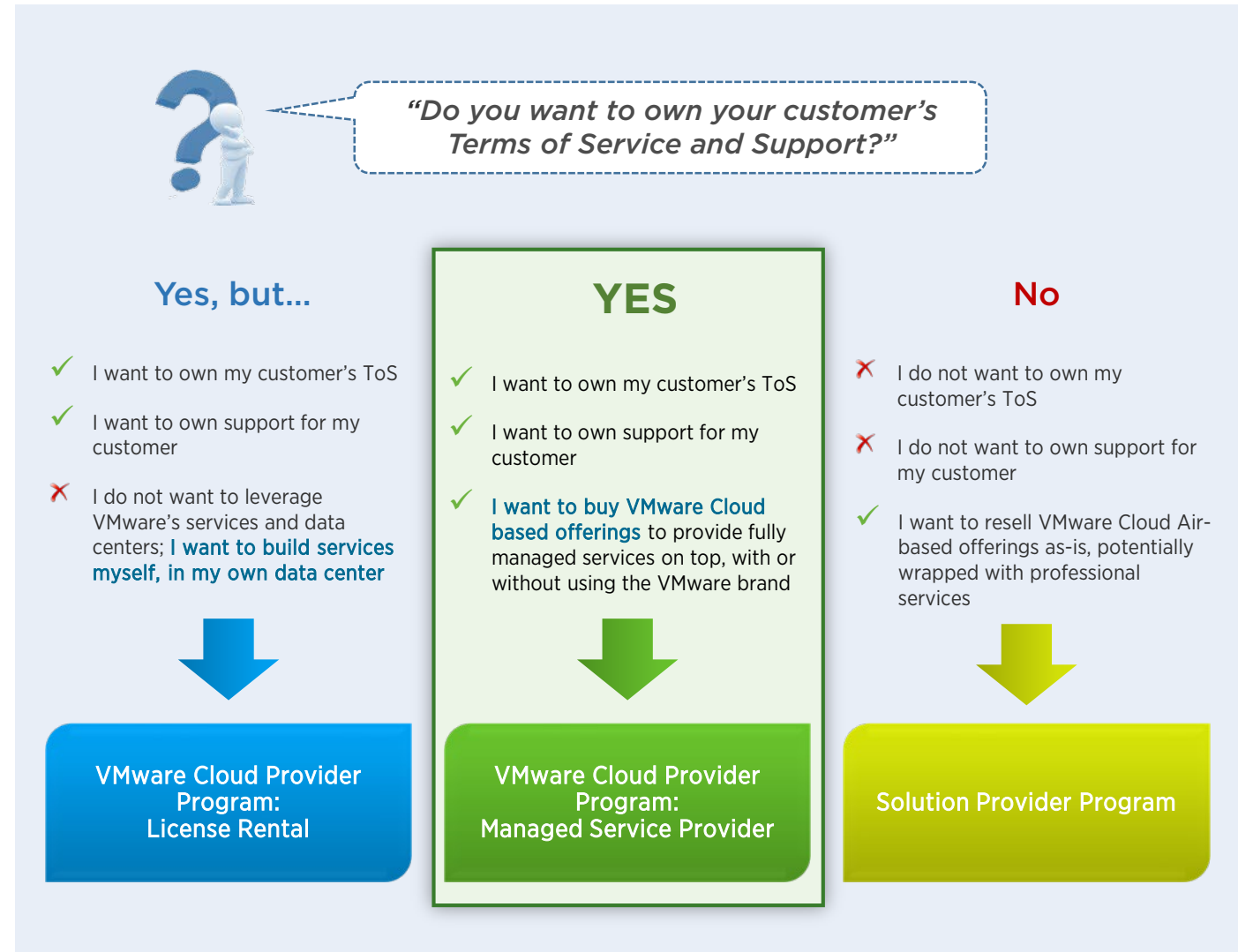
VMware provides our Service Provider partners several business models to choose from. In determining what is the right model, the first question to consider is: **“Do you want to own the Terms of Service (ToS) and Support?”**

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 **VMware Cloud Provider 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 **VMware Cloud Provider 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 **VMware Cloud Provider Managed Service Provider Program** is the right choice for your business.



# The Mobility MSP Offer

## Program Overview

VMware Cloud Provider Program

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Mobility MSP  
(Workspace ONE Cloud)

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### Mobility MSP – Workspace ONE Cloud Services

As of Q4 2016, we added the **Mobility MSP Commit Contracts** to the program, which enables our partners to purchase Workspace ONE Cloud services, in addition to the existing Desktop offer.

Please note that in order to purchase Workspace ONE products, partners need to sign up for a separate commit contract. Additionally, the commit and discount levels for the Mobility MSP contract are different than those for other services. For the Mobility MSP commit and discount levels, please refer to the next page.

### VMware Cloud Provider MSP Contract Types

- **Desktop 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 Cloud Services and their total spend will count towards your minimum monthly spend commit.
- **Mobility MSP Commit Contract** - If your focus and target is to provided managed services for Enterprise Mobility Management, then this is the contract you will need to sign up for. You will only be able to purchase Workspace ONE products and their spend will count towards your minimum monthly spend.
- **HCX MSP Commit Contract** – This is the choice for Service Providers who want to sell Hybrid Management solutions. You will only be able to purchase HCX products and their spend will count towards your minimum monthly spend.
- **VMC MSP Commit Contract** – This is the choice for Service Providers who want to focus on Infrastructure-as-a-Service. You will only be able to purchase VMC con AWS products and their spend will count towards your annual commit.
- **Cloud Automation Services (CAS) MSP Commit Contract** – This is the choice for Service Providers who want to sell Cloud Automation solutions. You will only be able to purchase CAS software services and their spend will count towards your minimum monthly spend.

Service Availability by Contract Type	Desktop MSP Contract	Mobility MSP Contract	VMC MSP Contract	HCX MSP Contract	CAS MSP Contract
Horizon Cloud	✓				
Workspace ONE		✓			
VMware Cloud On AWS (VMW on AWS)			✓		
HCX (Hybrid Cloud Extension)				✓	
Cloud Automation Systems (CAS)					✓

# Mobility MSP Commits and Discounts

## Program Overview

VMware Cloud Provider  
Program

Managed Service Provider  
(MSP)

Mobility MSP  
(Workspace ONE Cloud)

## Product Offerings

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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 MSP program are volume based, therefore the higher the you commit to spend, the higher the discount you will be entitled to. There are five commit/discount levels (1 through 5) and any new or existing VMware Cloud Provider Partner is eligible to sign up for them.

### Eligibility to purchase Mobility MSP Services with a VMware Cloud Provider Rental Commit Contract (Levels 1R – 5R)

Additionally, any VMware Cloud Provider Partner who currently has an 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 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 VMware Cloud Provider Rental partners with existing point commit contract.

**Important** – 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.

**Note about Discount Applicability** – Contracted commit discounts apply to all Mobility purchases through MSP, with the exception of the one-time Managed Hosting Environment Setup Fees and the UAT Fees. These setup fees are non-discountable and partners will be billed at their full MSRP prices.

**Professional Services** – Partners can leverage their existing VCPP Mobility commit contract to purchase Workspace ONE Professional Services. However, partner discounts do not apply to Professional Services and billing for these services will be billed at their full MSRP prices.

#### A. Eligibility: For all New and Existing Cloud Provider 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 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 Customer Challenges and Value-Add Services

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VMware Cloud Provider  
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(Workspace ONE Cloud)

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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 Workspace ONE and Workspace ONE Cloud offerings to enhance security and compliance, improve customer satisfaction, and gain cost efficiencies and increase agility.

Customer Challenge	#1 - Enhance Security and Compliance	#2 - Improve customer and internal user satisfaction	#3 - Gain cost efficiencies and increase agility
<b>Business Need</b>	<ul style="list-style-type: none"><li>Unified management of smartphones, tablets, laptops, peripherals and IoT, across all operating systems and device ownership types, in a single platform</li><li>Secure access to applications and internal networks to prevent data leakage</li></ul>	<ul style="list-style-type: none"><li>Enable users to work from anywhere, on the device of their choice (BYOD)</li><li>Enable easy, single sign on access to the business apps that are critical to end user workflows</li></ul>	<ul style="list-style-type: none"><li>Transform existing business processes by leveraging mobile technologies</li><li>Migrate legacy processes and systems to a modern, mobile architecture</li></ul>
<b>MSP Value Add</b>	<ul style="list-style-type: none"><li>Configuration &amp; support</li><li>Policy &amp; compliance management</li><li>Performance &amp; security monitoring</li><li>Change management &amp; education</li></ul>	<ul style="list-style-type: none"><li>Consulting &amp; education</li><li>Configuration &amp; policy management</li><li>Migration support</li><li>Performance &amp; security monitoring</li></ul>	<ul style="list-style-type: none"><li>Professional services &amp; change management</li><li>Configuration and policy management</li><li>Migration support</li><li>Performance monitoring</li></ul>
<b>Key Metrics</b>	<ul style="list-style-type: none"><li>Reduction in compliance violations and risk mitigation</li><li>Consolidation of point solutions, cost savings</li></ul>	<ul style="list-style-type: none"><li>Utilization of apps</li><li>Reduced time to complete a work task</li></ul>	<ul style="list-style-type: none"><li>Cost savings in eliminating paper-based workflows</li><li>Reduced time spent on daily operations</li></ul>
<b>Business Outcome</b>	<ul style="list-style-type: none"><li>Enabled IT with a single pane of glass for endpoint management</li><li>Consistent way to protect corporate data</li><li>Increase utilization and ROI of existing infrastructure by seamlessly extending to mobile</li></ul>	<ul style="list-style-type: none"><li>Increased end user productivity and efficiency</li><li>Improved end user satisfaction</li><li>Removed complexity for end users</li></ul>	<ul style="list-style-type: none"><li>Self service and automation of traditional IT tasks, thus reducing internal IT costs</li></ul>



**Program Overview**

**Product Offerings**

Partner Environment Setups

Product Packaging

Service Configuration

**Business Process**

**Support**

# Mobility MSP Product Offerings

# MSP Partner Environment

## Program Overview

## Product Offerings

### Partner Environment Setups

### Product Packaging

### Service Configuration

## Business Process

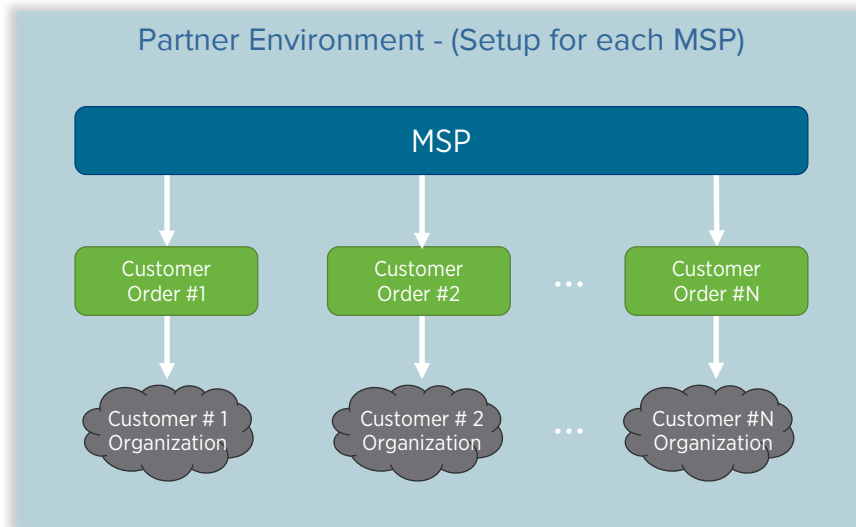
## Support

### Mobility MSP Partner Environment

In order for you as a Managed Service Provider to manage all of your customers' licenses and deployments, an isolated secured **Partner Environment** will be created for you. Through this setup, you will have access to a single pane of glass to manage all of your customer licenses purchased through MSP (see graphic below).

You will have access to this environment through the **Workspace ONE UEM Management Console**. This console allows you to view and manage every aspect of your Mobile Device Management (MDM) deployment. With this single, web-based resource, you can quickly and easily organize your customer organizational groups (OG), manage profiles, and configure system settings. Login details to the Workspace ONE Console will be provided to you once your Partner Environment setup has been completed.

Watch this instructional [video](#) on how to navigate the Workspace ONE Console and manage your customers' organization groups.

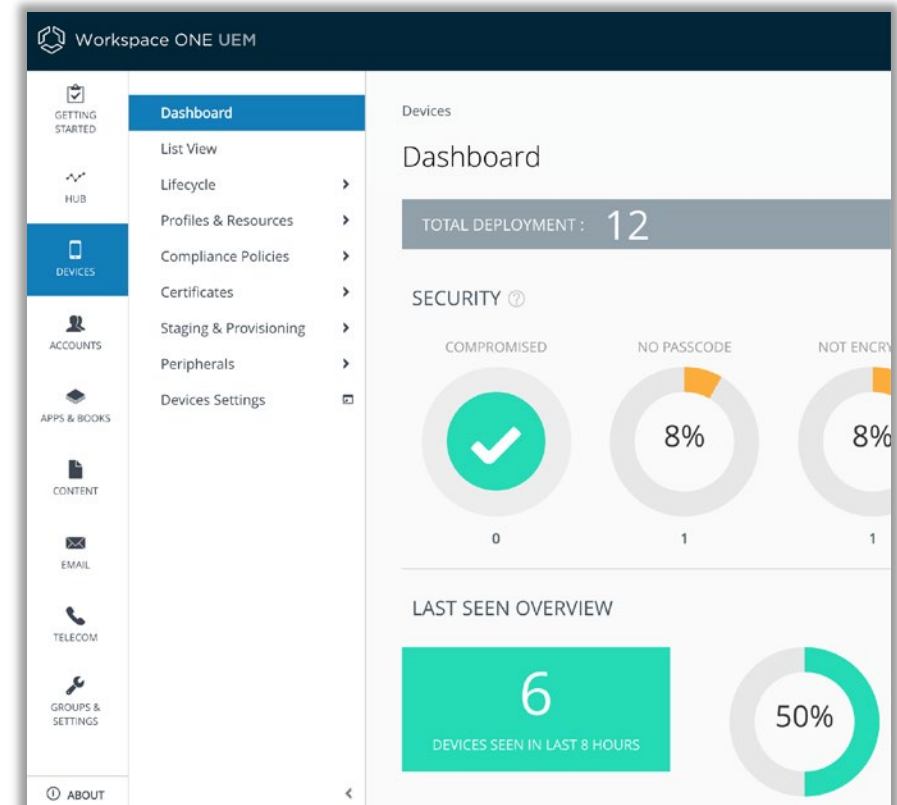


### Workspace ONE UEM Management Console



**WORKSPACE ONE  
UEM CONSOLE  
LEARN HOW**

Click [here](#) learn how to navigate the Workspace ONE Console and manage your customers' organization groups



# MSP Partner Environment Setup Options

## Program Overview

## Product Offerings

### Partner Environment Setups

### Product Packaging

### Service Configuration

## Business Process

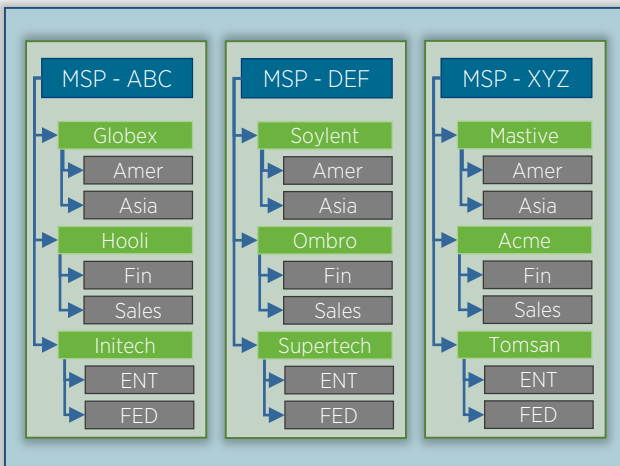
## Support

### Mobility MSP Environment Setup Options

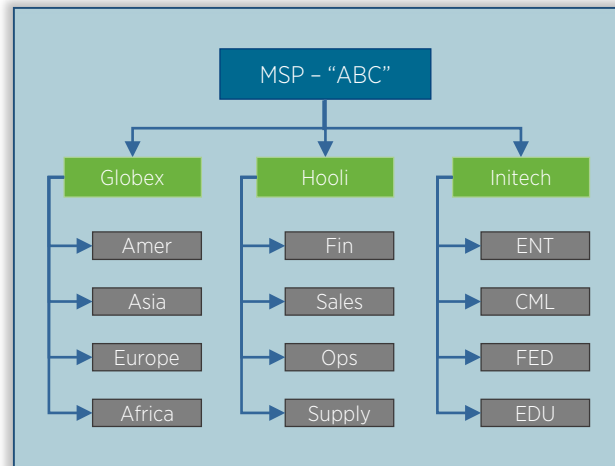
There are three options how the MSP Partner Environment can be set up. This is a decision that must be made at the time the partner signs up to become a MSP and before the Workspace ONE licenses are ordered.

1. **Shared-Shared (Shared Environment for Shared SKU's):** This is the default setup, where the MSP is placed in a multi-tenant partner environment and under which all of their multiple customers will be organized under. Please note that each partner environment is secured and isolated and no partner or customer will have access or visibility to another partner or customer's setup. This setup is called "Shared-Shared" because the partner is placed in a shared environment with other MSP's and multiple customers are sharing the environment as well. This shared environment is provided at no cost (free) to the partner.
2. **Dedicated-Shared (Dedicated Environment for Shared SKU's):** For MSP partners who prefer to have their own Dedicated environment to host all of their customers, a "Dedicated-Shared" setup can be created. Under this scenario, a Dedicated environment is created exclusively and solely for the MSP partner in which all of their customers are placed under and sharing the same environment. Note that there is a fee that will be charged to the MSP to setup up this Dedicated environment.
3. **Managed Hosting, aka Dedicated-Dedicated (Dedicated Environment for Managed Hosting SKU's):** For large enterprise customers who prefer to have their own environment, a Dedicated environment solely for them can be created. Under this scenario called "Managed Hosting", a Dedicated environment is setup exclusively for both the partner and the customer. Note that there is a fee that will be charged to the MSP to setup up this Managed Hosting (Dedicated) environment.

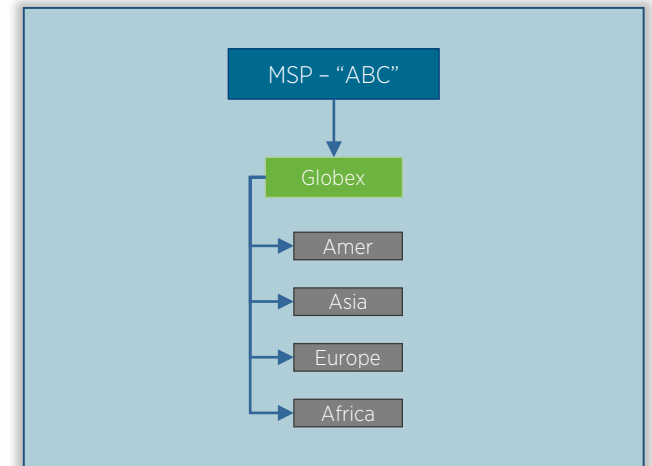
#### 1 "Shared-Shared" Shared Environment + Shared SKU's (Multi-Tenant MSP Environment with Multi-Tenant Customers)



#### 2 "Dedicated-Shared" Dedicated Environment + Shared SKU's (Single Tenant MSP Environment with Multi-Tenant Customers)



#### 3 "Managed Hosting" formerly "Dedicated-Dedicated" Managed Hosting Environment and SKU's (Single Tenant MSP with Single Customers)





# Comparing MSP Partner Environment Setups

## Comparing the Different MSP Environment Setups

Please refer to the table below to compare the characteristics and requirement for each of the partner setup options under the MSP program.

	1 “Shared-Shared”	2 “Dedicated-Shared”	3 Managed Hosting aka “Dedicated-Dedicated”
<b>Number of MSP's in the environment</b>	Multiple (multi-tenant for partners)	Single (Single-tenant for partner)	Single (Single-tenant for partner)
<b>Number of Customers in the environment</b>	Multiple (multi-tenant for customers)	Multiple (multi-tenant for customers)	Single (Single-tenant for customers)
<b>Environment Setup</b>	Default setup for MSP Partners	Dedicated Partner Environment must be requested through your account team or the MSP Operations team	Managed Hosting Partner Environment must be requested through your account team or the MSP Operations team
<b>Environment Setup Fee</b>	Free - no setup fee required	Requires a one-time setup fee of US\$10,250	Requires a one-time setup fee of US\$10,250
<b>Dedicated Setup Form</b>	Not required	Needs to be completed by partner prior to environment build ( <a href="#">Form</a> )	Needs to be completed by partner prior to environment build ( <a href="#">Form</a> )
<b>License SKU's to be Used</b>	Order Workspace ONE Management Suite Shared SKU's in the configurator	Order Workspace ONE Management Suite Shared SKU's in the configurator	Order Workspace ONE Management Suite Managed Hosting SKU's in the configurator
<b>Minimum Quantity for each New Order (SID)</b>	25 of a single Shared management suite	25 of a single Shared management suite	3,000 of a single Managed Hosting suite
<b>Software Upgrades</b>	Software upgrades determined by VMware	Software upgrades determine between the Partner and VMware	Software upgrades determined between the Customer, the Partner and VMware

- Partners may have either setup #1 or #2, but not both at the same time
- Partners may only have one instance of either #1 or #2 (no multiples)
- Partners may have multiple instances of setup #3, but each one requires a new setup fee
- Partner may have #1 & #3 - or - #2 & #3 at the same time, but not #1, #2 and #3 all at once



# Mobility Service Data Center Locations

## Program Overview

## Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

## Business Process

## Support

### Workspace ONE Global Data Center Locations

Refer to the map for Mobility data center locations around the world where Mobility partner environments are created in. Please note the type of environment setup that can be deployed under each of these locations.





# Workspace ONE Digital Workspace Platform

## Program Overview

## Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

## Business Process

## Support

### VMware Workspace ONE Empowers the Digital Workspace Your Business Needs

VMware® Workspace ONE™ is an intelligence-driven digital workspace platform that simply and securely delivers and manages any app on any device by integrating access control, application management and multi-platform endpoint management. Workspace ONE is built on the VMware Workspace ONE® Unified Endpoint Management™ technology and integrates with virtual application delivery on a common identity framework. With Workspace ONE organizations can now evolve silo-ed cloud and mobile investments, enabling all employees, devices and things across the organization to accelerate their digital transformation journey with a platform-based approach.

### Key Benefits

Workspace ONE enables you to drastically improve experiences and tasks that were previously costly, time consuming, and resource intensive. With Workspace ONE, IT organizations can:

- Onboard a new employee with all of his or her apps and devices in under an hour without tickets and help desk calls
- Set and enforce access and data policies across all apps, devices, and locations in one place
- Complete business processes from a mobile device, similar to consumer experiences
- Provision a new corporate laptop out of the box, anywhere in the world, from the cloud within minutes
- Get insights and automation capabilities across your entire digital workspace environment



# Workspace ONE Offerings through MSP

## Mobility Offerings for Managed Service Providers (Page 1 of 2)

Below is a list of the Mobility services that are available through the MSP program. Please note that they are broken by Cloud Type (Shared, Managed Hosting, UAT and Additional Storage). **Please note that all VCPP MSP Mobility Services come with Production Level Support included.**

Product	License Type	Type	Terms	Payments Methods	Contract Type	Minimum Qty for Initial Order
<b>WORKSPACE ONE SHARED (for Shared-Shared and Dedicated-Shared Deployments)</b>						
Workspace ONE Advanced	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Standard	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Enterprise	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Enterprise for VDI	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Express	Device	Core Bundle	12, 24, 36-months	Monthly, Prepaid	Commercial	5
Advanced Remote Management	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Boxer	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Browser	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Content Locker Advanced	User, Device	Add-On or a-la-carte	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Content Locker Standard	User, Device	Add-On or a-la-carte	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Application Access	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Application Wrapping	Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Intelligence	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25 (must 1:1 with bundle)
Workspace ONE Advanced Add-On for Horizon	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Application Access	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Notebook	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
<b>WORKSPACE ONE MANAGED HOSTING (for Managed Hosting aka Dedicated-Dedicated Deployments)</b>						
Workspace ONE Advanced	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	3000
Workspace ONE Standard	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	3000
Workspace ONE Enterprise	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	3000
Workspace ONE Enterprise for VDI	User, Device	Core Bundle	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	3000
Advanced Remote Management	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Boxer	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Browser	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Content Locker Advanced	User, Device	Add-On or a-la-carte	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25 Add-on/3000 a-la-carte
Content Locker Standard	User, Device	Add-On or a-la-carte	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25 Add-on/3000 a-la-carte
Workspace ONE Application Access	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Application Wrapping	Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Intelligence	User, Device	Add-On	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25 (must 1:1 with bundle)
Workspace ONE Advanced Add-On for Horizon	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Application Access	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25
Workspace ONE Notebook	User, Device	Add-on	12, 24, 36, 48, 60-months	Monthly, Prepaid	Commercial, Academic	25



Program Overview

Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

Business Process

Support



# Workspace ONE Offerings through MSP

## Mobility Offerings for Managed Service Providers (Page 2 of 2)

Below is a list of the Mobility services that are available through the MSP program. Please note that they are broken by Cloud Type (Shared, Managed Hosting, UAT and Additional Storage). **Please note that all VCPP MSP Mobility Services come with Production Level Support included.**

Product	License Type	Type	Terms	Payments Methods	Contract Type	Minimum Qty for Initial Order
<b>WORKSPACE ONE UAT (for UAT environment deployments)</b>						
Workspace ONE Managed Hosting UAT Environment	One Time Fee	Stand-alone	12, 24, 36-months	Monthly, Prepaid	Commercial	1 only
Workspace ONE Share UAT Environment	One Time Fee	Stand-alone	12-months	Monthly, Prepaid	Commercial	1 only
<b>WORKSPACE ONE ADDITIONAL STORAGE</b>						
Additional Storage 25GB - Subscription	Annual Fee	Stand-alone	1-year	Prepaid	Commercial	1
<b>PROFESSIONAL SERVICES *</b>						
VMware Workspace ONE Deployment	One Time Fee	PSO	One Time	Prepaid	Commercial, Academic	Not Applicable
VMware Workspace ONE Deployment Add-On	One Time Fee	PSO	One Time	Prepaid	Commercial, Academic	Not Applicable
VMware Workspace ONE Deployment Add-On Professional	One Time Fee	PSO	One Time	Prepaid	Commercial, Academic	Not Applicable
VMware Workspace ONE UEM-MDM	One Time Fee	PSO	One Time	Prepaid	Commercial, Academic	Not Applicable
VMware Workspace ONE UEM-MDM Add-On	One Time Fee	PSO	One Time	Prepaid	Commercial, Academic	Not Applicable

\* Please note that Professional Services by default are not visible to partners in the MyVMware Portal. Professional Services requires scoping with the PSO team and engagement with VCPP Operations prior to these SKU's being made available for ordering to the Partner.

\* Additionally, Professional Services are not available in all regions, please contact your VMware Account Representative before quoting them.

# Workspace ONE Management Suites

## Workspace ONE Edition Comparison (Page 1 of 2)

VMware Workspace ONE (WSO) is the simple and secure enterprise platform that delivers and manages any app on any smartphone, tablet or laptop. The **Workspace One Standard, Advanced, Enterprise** and **Enterprise for VDI** editions are available through the Mobility MSP program. Additionally, although not listed here, **Workspace ONE Express** is also available thru the MSP program

Please refer to the table in this and the next page to learn about what features are included under each bundle. For more details about each of the features, please visit the [Workspace ONE Edition Comparison Table](#).

**Please note that all Workspace ONE Suites offered through the MSP program include the Production Level Support.** To learn more, please refer to the [Support](#) section in this handbook.

Features (Page 1 of 2)	WSO Express	WSO Standard	WSO Advanced	WSO Enterprise	WSO Enterprise for VDI
<b>Intelligence and Automation</b>					
Reports	Limited	✓	✓	✓	✓
Configurable, Historical Dashboards				✓	✓
App Analytics				✓	✓
Decision Engine for Automation				✓	✓
Mobile Flows				✓	✓
<b>Access Management</b>					
Access Portal		✓	✓	✓	✓
Single Sign-On (SSO)		✓	✓	✓	✓
Conditional Access Control		✓	✓	✓	✓
Identity Provider (IDP)		✓	✓	✓	✓
Mobile Email Management	Limited	✓	✓	✓	✓
Multifactor Authentication (MFA)		✓	✓	✓	✓
Secure Email Gateway (SEG)		✓	✓	✓	✓



# Workspace ONE Management Suites

## Program Overview

## Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

## Business Process

## Support

Features (Page 2 of 2)	WSO Express	WSO Standard	WSO Advanced	WSO Enterprise	WSO Enterprise for VDI
<b>Secure Apps and Data</b>					
Workspace ONE Web			✓	✓	✓
Workspace ONE Content			✓	✓	✓
Workspace ONE Boxer			✓	✓	✓
Workspace ONE Send			✓	✓	✓
Workspace ONE Tunnel			✓	✓	✓
Workspace ONE PIV-D Manager			✓	✓	✓
Workspace ONE Notebook				✓	✓
Mobile Application Management	✓	✓	✓	✓	✓
Workspace ONE Software Development Kit (SDK)		✓	✓	✓	✓
App Wrapping			✓	✓	✓
<b>Unified Endpoint Management</b>					
Mobile Device Management	✓	✓	✓	✓	✓
Special Purpose Device Management (OEM)		✓	✓	✓	✓
Wearable and Peripheral Management		✓	✓	✓	✓
Advanced Desktop Management			✓	✓	✓
Telecom Management Tools			✓	✓	✓
IT Compliance Automation Engine		✓	✓	✓	✓
Workspace ONE AirLift for Windows 10		✓	✓	✓	✓
Workspace ONE Advanced Remote Management		Add-On	Add-On	Add-On	Add-On
<b>Virtual Apps and Desktops</b>					
Virtual Apps (VMware Horizon)				✓	✓
Virtual Desktops (Horizon)					✓

# Workspace ONE Shared Ordering Flow

## Program Overview

## Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

## Business Process

## Support

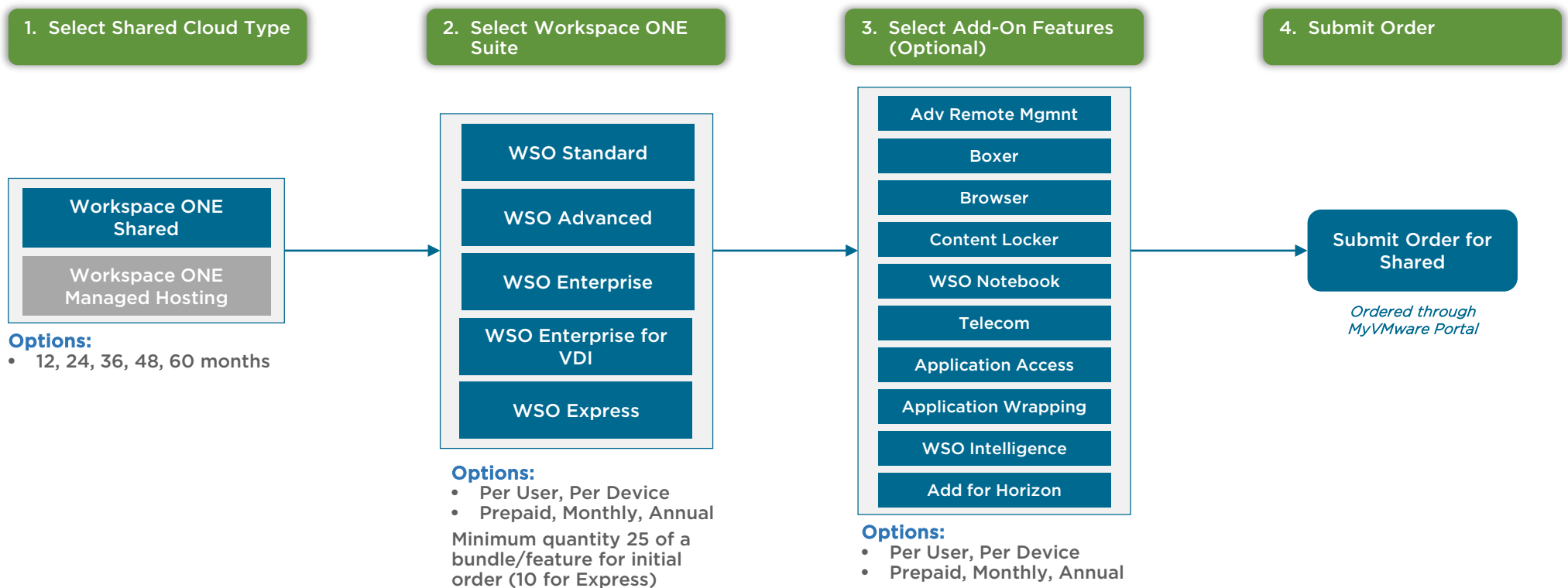
### Workspace ONE Shared Ordering Process

The ordering of Workspace ONE services take place in MyVMware tool. Shared SKU's are applicable to the Shared-Shared and Dedicated-Shared setups. Please note that **Shared-Shared** environments will be provided and setup at no cost to the partner by default. If you require a **Dedicated-Shared** environment, please submit a [Dedicated Environment Setup Form](#) and you will be billed a one-time setup fee of US\$ 10,250. Please see this [page](#) for details.

The first step is to select the **Workspace ONE Share cloud type** in the configurator. You have the option to select the term length for the subscription: 12, 24, 36, 48 or 60-months (1, 2, 3, 4 or 5-years).

Next, you will select the **Workspace ONE Management Suite** that you need – Standard, Advanced, Enterprise, Enterprise for VDI or Express. There is a minimum requirement of quantity 25 of a bundle/SKU for each initial order.

The final step is to select any **optional add-on features** to be added to the core bundle. You have completed the order configuration and are ready to submit the order.





# Workspace ONE Managed Hosting Ordering Flow

## Program Overview

## Product Offerings

Partner Environment Setups

Product Packaging

Service Configuration

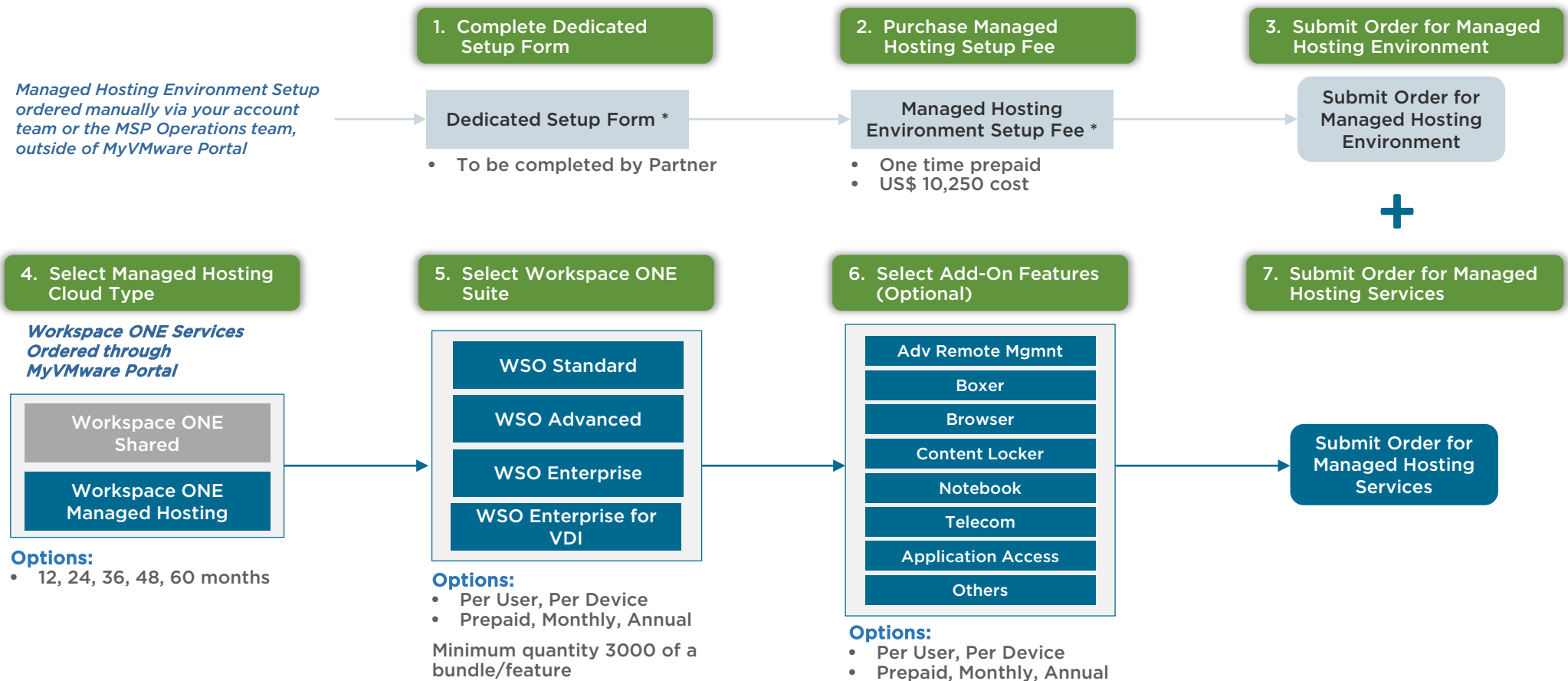
## Business Process

## Support

### Workspace ONE Managed Hosting Ordering Process

There are two steps to ordering an initial order for Managed Hosting (Dedicated-Dedicated). The first is to **set up your Managed Hosting Environment**, which is ordered **outside of the MyVMware tool**. Partners will need to complete a [Dedicated Setup Form](#) and submit that to your account team or the VCPP Ops. By submitting this form, you will be requesting a new Dedicated environment and allowing VMware to bill you for the **one time setup fee of US\$ 10,250** (see steps 1-3 below).

Once you have ordered the Dedicated Environment, you now need to place the order for the **Workspace ONE Managed Hosting Services**. For this you will need to **access the MyVMware tool** and configure the order you need (see steps 4-7 below).





# Workspace ONE Order Components

Program Overview

Product Offerings

- Partner Environment Setups
- Product Packaging
- Service Configuration

Business Process

Support

## Workspace ONE Ordering Components

Please review the table below to understand what needs to be quoted and ordered to your customer under each of the MSP Mobility setup options for Workspace ONE products for the initial order and follow up add-on orders.

	1 “Shared-Shared”	2 “Dedicated-Shared”	3 Managed Hosting aka “Dedicated-Dedicated”
Initial Order	<div><div>1. Order Workspace One Shared Management Suite via MyVMware (minimum of quantity 25 of a single Workspace ONE bundle for every new customer)</div><div>2. Order Shared Add-On Features as Needed</div><div><i>There is no need to order a Shared-Shared environment as this will be provided free of cost by VMware after your MSP Mobility contract has been signed</i></div></div>	<div><div>1. Order Dedicated Environment Setup Fee through your account team or the MSP Operations team (one-time fee: US\$10,250)</div><div>2. Complete Dedicated Setup Form <a href="#">(Form)</a> (submit to your account team or the MSP Operations team)</div><div>3. Order Workspace One Shared Management Suite via MyVMware (minimum of quantity 25 of a single Workspace ONE Shared bundle for every new customer)</div><div>4. Order Shared Add-On Features as Needed</div></div>	<div><div>1. Order Dedicated Environment Setup Fee through your account team or the MSP Operations team (one-time fee: US\$10,250)</div><div>2. Complete Dedicated Setup Form <a href="#">(Form)</a> (submit to your account team or the MSP Operations team)</div><div>3. Order Workspace One Managed Hosting Management Suite via MyVMware (minimum of quantity 3000 of a single Workspace ONE Managed Hosting bundle for every new customer)</div><div>4. Order Managed Hosting Add-On Features as Needed</div></div>
Add-On Orders	<div><div>1. Order additional Workspace One Share Management Suites or Add-On Features via MyVMware (no minimum quantity for customers with an existing active SID)</div></div>	<div><div>1. Order additional Workspace One Shared Management Suites or Add-On Features via MyVMware (no minimum quantity for customers with an existing active SID)</div></div>	<div><div>1. Order additional Workspace One Managed Hosting Management Suites or Add-On Features via MyVMware (no minimum quantity for customers with an existing active SID)</div></div>



**Program Overview**

**Product Offerings**

**Business Process**

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

**Support**

# Mobility MSP Business Process

# Mobility MSP – End to End Business Process

## Program Overview

## Product Offerings

## Business Process

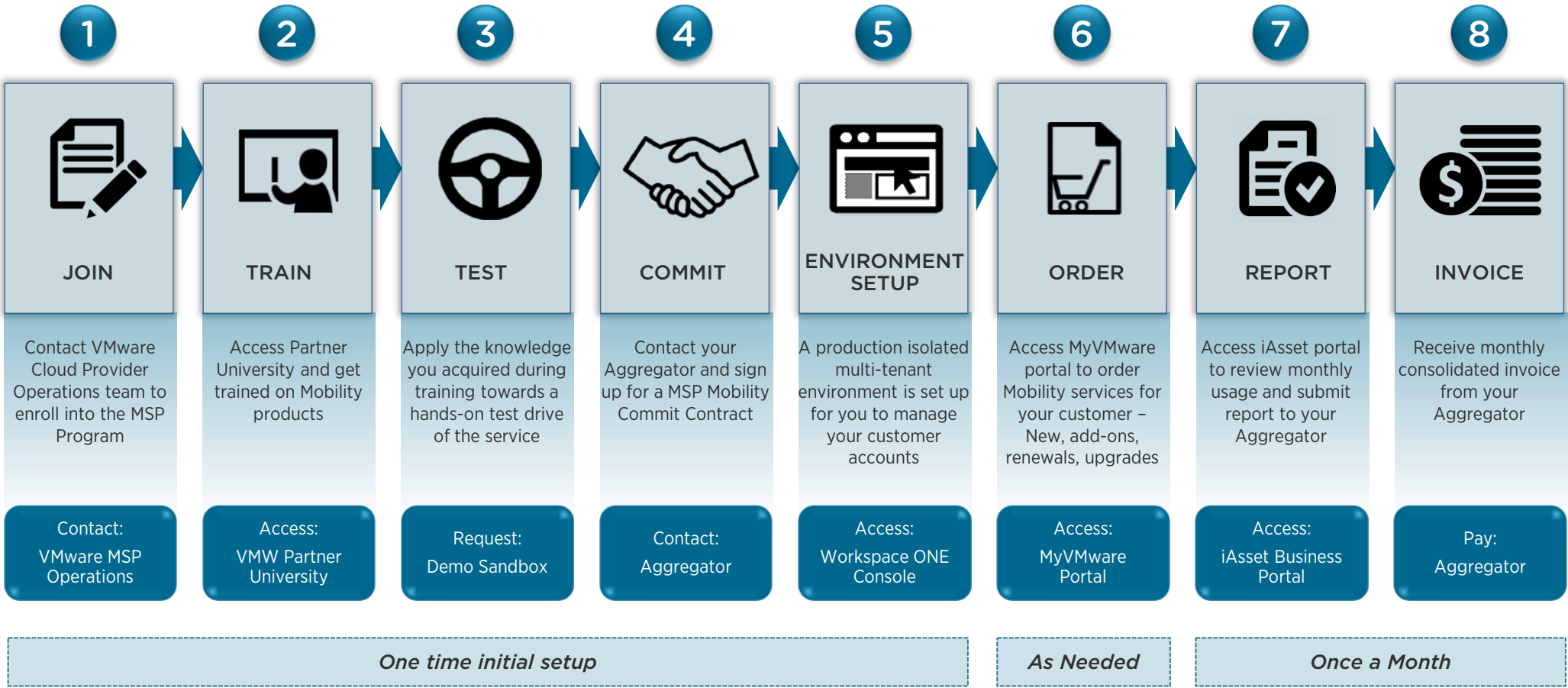
### End-to-end Flow

- Join the MSP Program
- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment Setup
- Order Mobility Services
- Submit Monthly Reports
- Invoice and Billing

## Support

### End-to-End Operations Flow

Please follow these eight steps below to begin participating in the VMware Cloud Provider 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

Environment  
Setup

6

Order

7

Report

8

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

## Support

### Become a VMware Cloud Provider Managed Service Provider (MSP) Partner

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

### For Partners Not Currently Enrolled with the VMware Cloud Provider Program

If you have not already joined the VMware Cloud Provider Program Agreement, then sign the Program Agreement (1). This includes the Subscription Service Addendum for you to become a MSP partner as well. Please go [here](#) and click on the “Enroll Now” button.

### For Partners Already Enrolled with the VMware Cloud Provider Program, but is not a MSP Partner yet

If you are already part of the VMware Cloud Provider Program and have a License Rental agreement in place, then complete the Subscription Service Addendum (2). Please contact [vcan-operations@vmware.com](mailto:vcan-operations@vmware.com) to get the process started.

1

vmware®

#### VMWARE CLOUD PROVIDER PARTNER PROGRAM AGREEMENT

This VMware Cloud Provider Partner Program Agreement (the “**Partner Program Agreement**”) is between You (“**You**” or “**Service Provider**” 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**”). This Partner Program Agreement is effective as of the date You click “Agree” to the terms of this Partner Program Agreement (“**Agreement Effective Date**”). The General Terms and Commercial Terms attached hereto as Appendix 1 govern VMware’s partner programs and are incorporated in this Partner Program Agreement by reference, subject to the exclusions of Section 7. Capitalized terms used but not defined in the body of this Partner Program Agreement shall have the meanings ascribed in the General Terms and Commercial Terms. In the event of a conflict between the General Terms and Commercial Terms and the terms in the Partner Program Agreement, the terms of the Partner Program Agreement shall govern.

VMware and Partner desire to enter into this agreement to permit Partner to (i) procure and use Licenses in VMware’s Monthly Rental Program for Hosted IT Services as outlined in Section 3 below; and/or (ii) procure and use Cloud Services for a Managed Service Offering as outlined in Section 4 below.

2

#### VMWARE CLOUD PROVIDER PARTNER PROGRAM MANAGED SERVICE PROGRAM ADDENDUM

This VMware Cloud Provider Partner Program Cloud Services Addendum (this “**Addendum**”) is between You (“**You**” or “**Service Provider**”) and either [VMware, Inc. (“**VI**”), VMware International Limited (“**VIL**” and together with VI, “**VMware**”)]. This Addendum is effective as of the date You click “Agree” to the terms of this Addendum (“**Addendum Effective Date**”),

#### I. GENERAL

VMware has changed the name of the VMware vCloud Air Network Program (vCAN), formerly the VMware Service Provider Program (VSPP) to the “VMware Cloud Provider Partner Program” and all references to the VMware vCloud Air Network Program (vCAN) or VMware Service Provider Program (VSPP) shall be deemed references to the VMware Cloud Provider Partner Program. 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.

VMware and Service Provider desire to enter into this Addendum to permit Service Provider to procure and use Cloud Services for a Managed Service Offering as outlined in Section III below.



# Get Trained on Mobility MSP Offerings

Program Overview

Product Offerings

Business Process

- End-to-end Flow
- Join the MSP Program

Get Trained on Mobility

- Test the Service
- Commit to a MSP Spend
- Partner Environment Setup
- Order Mobility Services
- Submit Monthly Reports
- Invoice and Billing

Support



## Get Trained and Certified on Mobility Products

Before you start transacting with Mobility MSP products, complete the Mobility trainings and accreditations. Mobility 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 two mandatory courses (**VSP** and **VTSP**), which must be completed by a minimum of two resources in your company prior to start transacting Mobility products. Additionally, there is a post-sale VMware Mobility **Professional Accreditation** that is strongly recommended to be completed in order to enhance your knowledge of the products and their technologies.. Please refer to the table below for details.

To learn more about VMware Mobility Accreditation Opportunities for Partners, please watch this [video](#).

Requirement	Minimum Resources Required	Phase	Accreditation	Pre-Requisite	Duration	Delivery Options	Cost	Link
Mandatory	2	Sales	VSP – MBL Mobility Management	None	2 hours	On Demand, Bootcamp	Free	<a href="#">Start Course</a>
Mandatory	2	Pre-Sales	VTSP – MBL Mobility Management	VSP	5 hours	On Demand, Bootcamp	Free	<a href="#">Start Course</a>
Strongly Recommended	1	Post-Sales	VMware Workspace ONE: Deploy and Manage	VSP	5 days	On Demand, Live, Online	\$4,250	<a href="#">Start Course</a>

# Test the Mobility Service

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

## Support

### Mobility MSP Demo/Test Capacity

Once you have completed your training on Mobility 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 MSP program offers several options to allow you to try the Mobility services. Please refer to the table below for trial options and decide which suits your needs the best. Important: You must complete the Mobility training courses before you can access these trial offers.

Trial Option	Description	Requirements	Conversion to Production	Get Started
<b>TestDrive - Using Your Workspace ONE Sandbox</b>	Obtain a personal demo Workspace sandbox and enroll devices to it. This sandbox is your personal Workspace ONE playground where you can make custom admin configurations in the Workspace ONE UEM console and then enroll devices to see the corresponding features on the device.	Complete Workspace ONE 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 <a href="#">Workspace ONE TestDrive</a> site to get started. For support on TD, please contact: <a href="mailto:euclidemohelp@vmware.com">euclidemohelp@vmware.com</a>
<b>Internal Sandbox within Workspace ONE's UEM Console</b>	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 Workspace ONE Environment will be created.

# Decide which Test Option Suits your Needs

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

## Support

### Your Need

### Mobility Test Option

### Get Started

*"I want to test the service before taking training courses."*

#### None available

In order to access one of our test sandboxes, you must have completed the mandatory Mobility training courses first. Without this pre-requisite, your ability to navigate through the Workspace ONE console and fully experience its capabilities will be limited.

Please complete the Mobility training courses before requesting a test sandbox.

*"I have completed the training, but I want to test the service before having to commit to a MSP spend contract."*

#### TestDrive for Workspace ONE

You can request a personal Workspace ONE demo sandbox to be provisioned for you. Through this you will be able to enroll devices to it. This sandbox is your personal Workspace ONE 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 [Workspace ONE TestDrive](#) site to get started.

For support on TD, please contact: [eucdemohelp@vmware.com](mailto:eucdemohelp@vmware.com)

*"I have already committed to a contract, but I want like to test the service before I place an actual customer order."*

#### Demo Sandbox within Partner's Workspace ONE 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 Workspace ONE Sandbox will be created.



# Sign up for a Mobility MSP Contract Commitment

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

## Support

### 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). **Please note that these discounts do not apply to Dedicated environment setup fees, UAT fees and Professional Services.**

**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 VMware Cloud Provider Rental Commit Contract (Level 1R – 5R)

Additionally, any Cloud Provider 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 MSP program in order to purchase Mobility products at a discount with a \$0 dollar commit (see Table 2).

**Important** - 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 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 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 Cloud Provider Program Aggregators serve specific geographies and countries. To obtain the latest list of VMware authorized Aggregators, please go [here](#).

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 Cloud Provider Program Participating Aggregators Q3/2019

#### VMware Cloud Provider Program

VMware Cloud Provider Program Aggregators serve specific geographies and countries. See the table below to locate the Aggregators that serve your geography and country.

Geography	Aggregator Name	Location	Countries Served	Contact Information (Email, Phone, or Web)
Americas	Adistec Corp.	Latin America	Argentina; Bahamas; Belize; Bermuda; Bolivia; Brazil; Cayman Islands; Colombia; Costa Rica; Chile; Dominican Republic; Ecuador; El Salvador; Guadeloupe; Guatemala; Haiti; Honduras; Jamaica; Mexico; Nicaragua; Panama; Peru; Puerto Rico	<a href="mailto:VCAN@ADISTEC.COM">VCAN@ADISTEC.COM</a>
Americas	Arrow ECS Brasil	Brazil	Brazil	<a href="mailto:vmware.br@arrow.com">vmware.br@arrow.com</a>
Americas	Network1 (Scansource)	Brazil	Brazil	<a href="mailto:vmware@network1.com.br">vmware@network1.com.br</a>
Americas	Ingram Micro	Brazil	Brazil	<a href="mailto:vmwarebrazil@ingrammicro.com">vmwarebrazil@ingrammicro.com</a>
Americas	Compusoluciones	Mexico	Mexico	<a href="mailto:vmwarevcp@compusoluciones.com">vmwarevcp@compusoluciones.com</a>
Americas	Carahsoft Technology Corp.	United States	United States	<a href="mailto:vmware@carahsoft.com">vmware@carahsoft.com</a>
Americas	Ingram Micro Canada	Canada	Canada	<a href="mailto:VCAN@ingrammicro.com">VCAN@ingrammicro.com</a>
Americas	Ingram Micro Inc.	United States	Canada; United States	<a href="mailto:VCAN@ingrammicro.com">VCAN@ingrammicro.com</a>
Americas	Insight	United States	Canada; United States	<a href="mailto:VMwareVCAN@insight.com">VMwareVCAN@insight.com</a>
Americas	Licencias OnLine SA	Latin America	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; Virgin Islands, British; Virgin U.S.	<a href="mailto:lotcloud@licenciasonline.com">lotcloud@licenciasonline.com</a>
Americas	SHI International Corp.	United States	Canada; United States	<a href="mailto:VMwareCloud@SHI.com">VMwareCloud@SHI.com</a>

# 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 MSP Mobility Commit Contract, they will in turn book an order with the MSP Operations team.

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

You now will have visibility to the Mobility products (Workspace ONE) in MyVMware ordering portal.

**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](mailto:tgeorge@msppartner.com)  
My VMware Super User: Tony George, [tgeorge@msppartner.com](mailto:tgeorge@msppartner.com)  
My VMware Customer contact: Tony George, [tgeorge@msppartner.com](mailto: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

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](#) [+]

**Quick Links**

- [Knowledge Base](#)
- [Get My VMware Support](#)
- [Login To My VMware](#)



# Creation of your Partner Environment

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### Partner Environment Setup

Shared-Shared

Dedicated-Shared

Managed Hosting

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Invoice and Billing

## Support

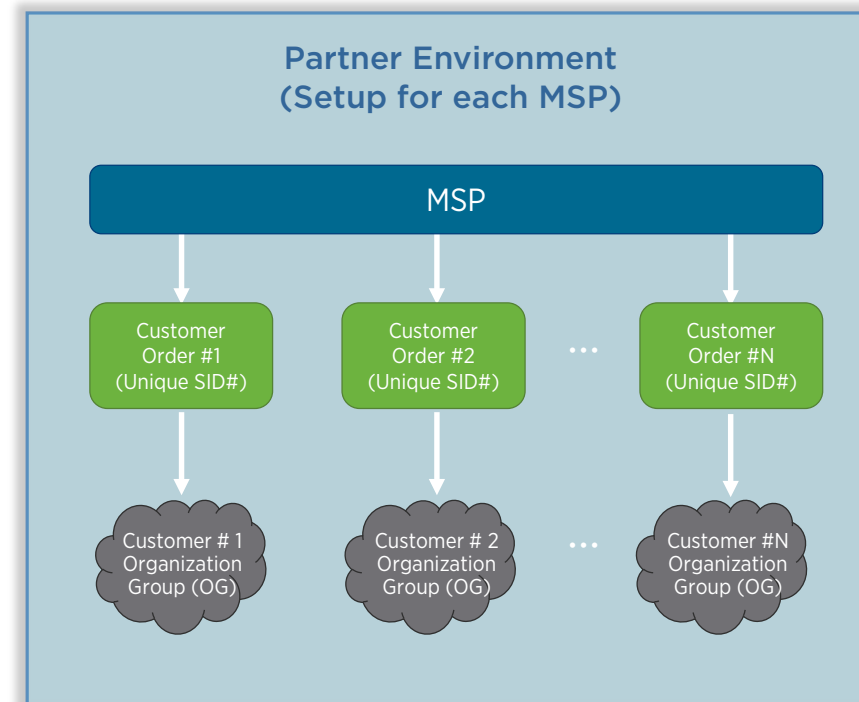
### Partner Environment Creation

After you have signed up for a Mobility MSP Commit Contract with your preferred Aggregator, the next step is to create the Partner Environment where all of your customer licenses will be hosted in. Through this setup, you as a Managed Service Provider will be able to manage, organize hierarchies and configure settings for all your customer accounts.

There are three options on how the MSP Mobility Partner Environment can be setup. Please indicate to your Account Team, which is the desired setup for your organization before you start ordering the product licenses.

- 1. Shared-Shared (Shared Environment for Shared SKU's):** This is the default setup, where the MSP is placed in a multi-tenant partner environment and under which all their customers will be organized under. This shared environment is provided at no cost to the MSP partner. To learn more about this setup, please visit this [section](#).
- 2. Dedicated-Shared (Dedicated Environment for Shared SKU's):** For Service Providers who prefer to have their own Dedicated environment to host all of their customers, a "Dedicated-Shared" setup can be created. Under this scenario, a Dedicated environment is created exclusively and solely for the MSP partner under which all their customers will be hosted. Note that there is a fee (charge) to create and setup up this Dedicated partner environment. To learn more about this setup, please visit this [section](#).
- 3. Managed Hosting, aka Dedicated-Dedicated (Dedicated Environment for Managed Hosting SKU's):** For larger customers who prefer to have their own environment, a Dedicated environment solely for them will be created. Under this scenario called "Managed Hosting", a Dedicated environment is setup exclusively and solely for both the partner and the customer. Note that there is a fee (charge) to create and setup up this Dedicated partner environment. To learn more about this setup, please visit this [section](#).

### Partner Environment (Setup for each MSP)





# Logging to the Workspace ONE Console

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## Support

### 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 Workspace Console.

### Logging to Workspace ONE UEM 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.

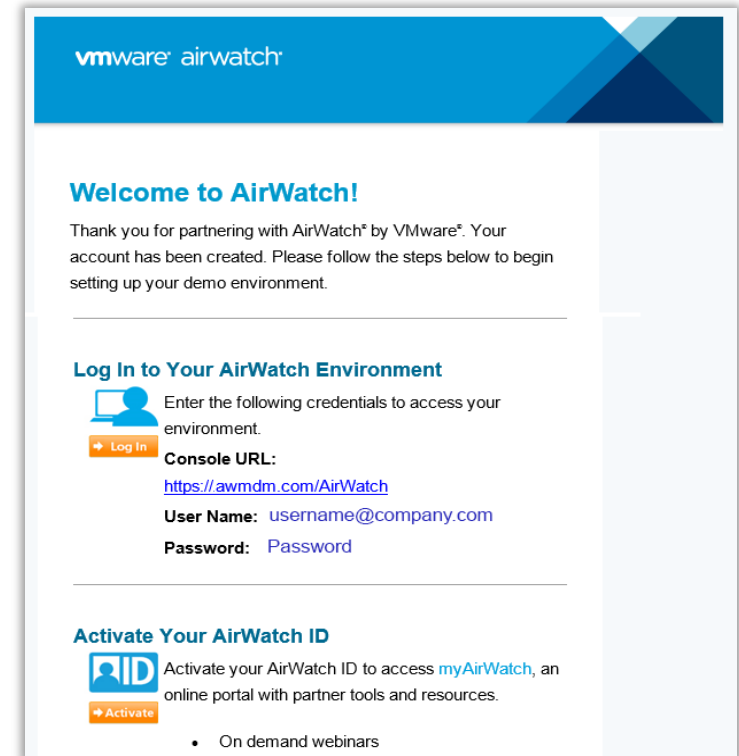
Watch this instructional [video](#) on how to navigate the Workspace ONE Console and manage your customers' organization groups.

**Important Notice** – To start creating your customer groups, place a customer order through the 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 organization groups under customer accounts within this console.**

**New customer accounts and add-ons must be ordered through the 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.

### Internal OG (Organization Group) for Demo Purposes

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.



**WORKSPACE ONE  
UEM CONSOLE  
LEARN HOW**

Click [here](#) learn how to navigate the Workspace ONE Console and manage your customers' organization groups

# Shared-Shared Environment Setup



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### Shared-Shared Environment Setup

This is the **default** setup provided to our MSP partners, unless a Dedicated or Managed Hosted environment is needed instead. Under this setup, the MSP is placed in a multi-tenant partner environment where they can host all of their customer accounts.

This setup is called “**Shared-Shared**” because the partner is placed in a shared environment with other MSP’s and their customers are sharing the same environment. **Please note that each partner environment is secured and isolated and no partner or customer will not have access or visibility to another partner or customer’s setup.**

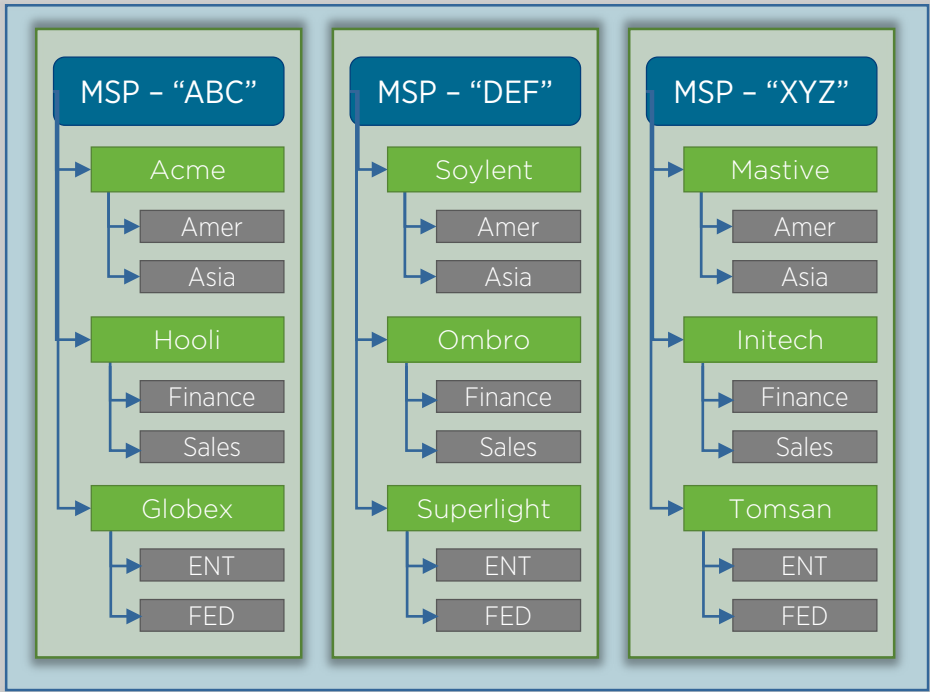
This shared environment is setup at **no cost** (free of charge) to the partner. There is no need from the partner to place an order to get this setup created. Once the MSP partner has signed up for a Mobility Commit Contract through their selected Aggregator, VMware will go ahead and create this Shared environment for the partner and a notification will be sent upon completion of this setup. To learn about environment notifications, please visit [here](#).

### Order Shared Licenses for this Setup

Because this environment is multi-tenant at the customer level, the **Shared License SKU’s** must always be ordered for this setup. To learn how to order Shared licenses to start creating your customer organization groups, please visit [here](#).

To summarize, this is the default setup provided at no cost to our partners. Once the environment setup has been completed. the partner needs to order Shared license SKU’s.

“Shared-Shared”  
Shared Environment for Shared Cloud  
(Multi-Tenant MSP Environment with Multi-Tenant Customers)



Order Shared License SKU’s for this Environment Setup

# Dedicated-Shared Environment Setup

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- Commit to a MSP Spend
- Partner Environment Setup
  - Shared-Shared
  - Dedicated-Shared**
  - Managed Hosting
- Order Mobility Services
- Submit Monthly Reports
- Invoice and Billing

## Support



### Dedicated-Shared Environment Setup

For Service Providers who prefer to have their own Dedicated environment to host all of their customers, a “**Dedicated-Shared**” setup can be created. Under this scenario, a Dedicated environment is created exclusively and solely for the MSP partner where all of their customers are hosted within. To qualify for this setup, Partners must have an aggregate pipeline of a minimum of 3000 licenses combined for all their customers.

### Request a Dedicated-Shared Environment

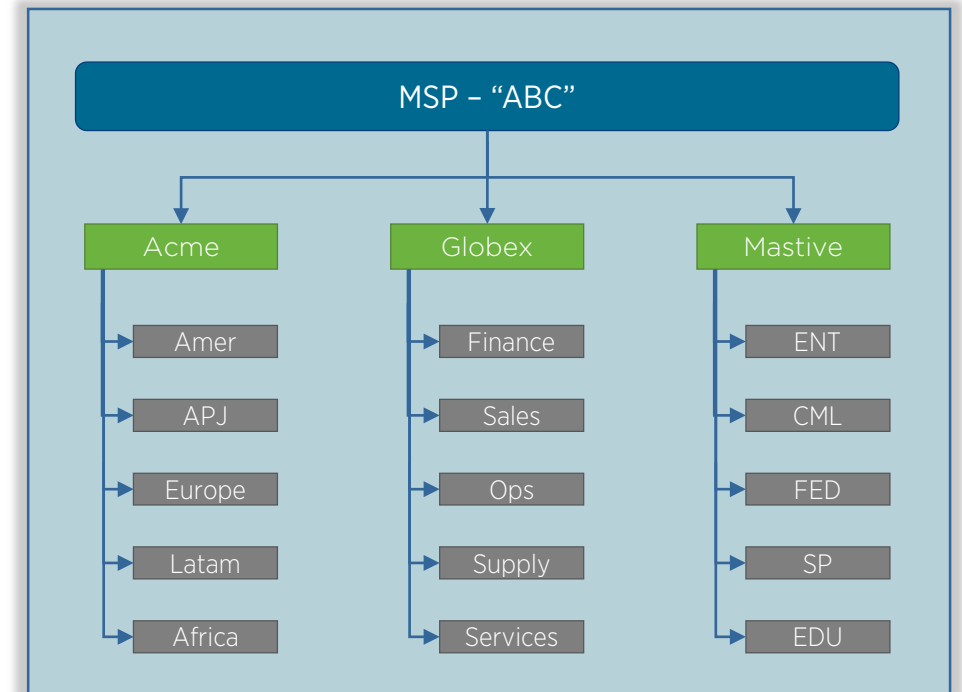
Once the MSP partner has determined that this appropriate setup for their customers, follow the steps below to get your environment created.

1. Partner needs to **request this Dedicated environment** to be created for them. Request needs to be submitted through your VMware Account Team or to the MSP Operations Team.
2. There is a **one-time setup fee** of US\$10,250 to get this Dedicated environment created for your company. This fee is **non-discountable** through your Mobility contract discount. Partner must be agree to pay this fee prior to the build of the environment and you will be invoiced as part of your first monthly billing order by your Aggregator.
3. Additionally, the Partner will be responsible for completing the [Dedicated Environment Setup Form](#), which will provide the VMware Cloud Operations the instructions on how the environment needs to be configured. To obtain a copy of this form and return it when completed, please contact your VMware Account Team or the MSP Operations Team.

### Order Shared Licenses for this Setup

Because this environment is customer multi-tenant, the **Shared License SKU's** must always be ordered for this setup. To learn how to order Shared licenses to start creating your customer organization groups, please visit [here](#).

### “Dedicated-Shared” Dedicated Environment for Shared Cloud (Dedicated MSP Environment with Multi-Tenant Customers)



### Order Shared License SKU's for this Environment Setup

# Managed Hosting Environment Setup

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### Managed Hosting Environment Setup

For large customer accounts who prefer to have their own Dedicated environment, a “**Managed Hosting**” or “Dedicated-Dedicated” setup can be created. Under this scenario, a Dedicated environment is created exclusively and solely for the both the MSP partner and the customer.

### Request a Managed Hosting Environment

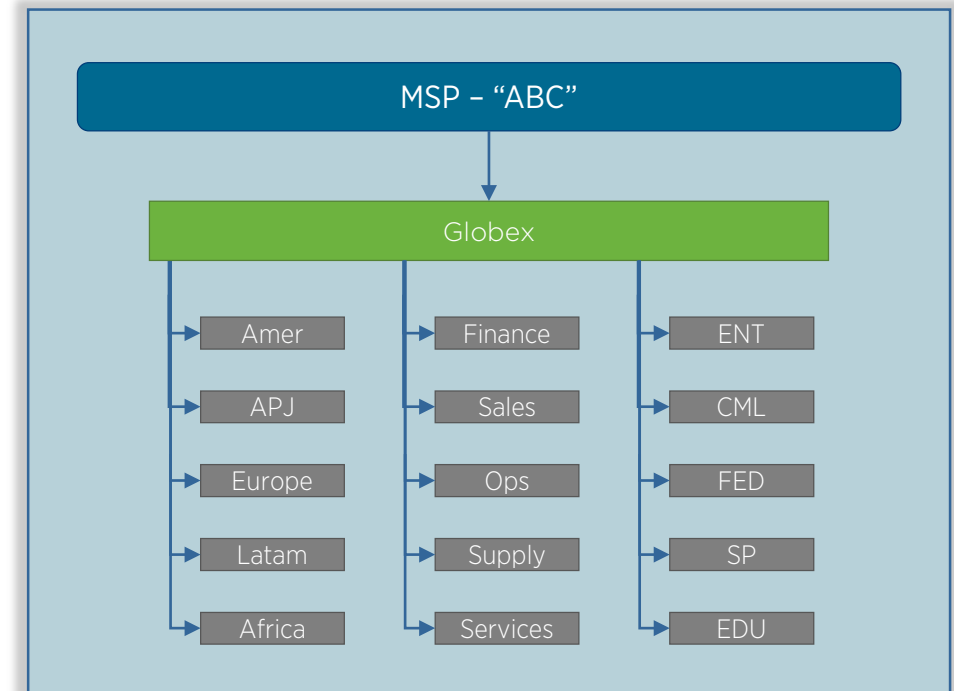
Once the MSP partner has determined that this appropriate setup for its customer, follow the steps below to get your environment created.

1. Partner needs to **request this Managed Hosting environment** to be created for them. Request needs to be submitted through your VMware Account Team or to the MSP Operations Team.
2. There is a **one-time setup fee** of US\$10,250 to get this Dedicated environment created for your company. This fee is **non-discountable** through your Mobility contract discount. Partner must be agree to pay this fee prior to the build of the environment and you will be invoiced as part of your first monthly billing order by your Aggregator.
3. Additionally, the Partner will be responsible for completing the [Dedicated Environment Setup Form](#), which will provide the VMware Cloud Operations the instructions on how the environment needs to be configured. To obtain a copy of this form and return it when completed, please contact your VMware Account Team or the MSP Operations Team.

### Order Managed Hosting Licenses for this Setup

Because this environment is Managed Hosting, the **Managed Hosting License SKU's** must always be ordered for this setup. **There is a minimum of 3000 licenses that need to be ordered for the initial order for this setup.** Additionally, the ordering of these licenses must accompany the request for the Managed Hosting environment. To learn how to order Managed Hosting licenses visit [here](#).

### Managed Hosting (formerly known as Dedicated) Managed Hosting Environment for Managed Hosting/Dedicated Cloud (Managed Hosting/Dedicated MSP Environment for Dedicated Customer)



Order Managed Hosting License SKU's for this Environment Setup

# Access MyVMware to Order Services

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WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

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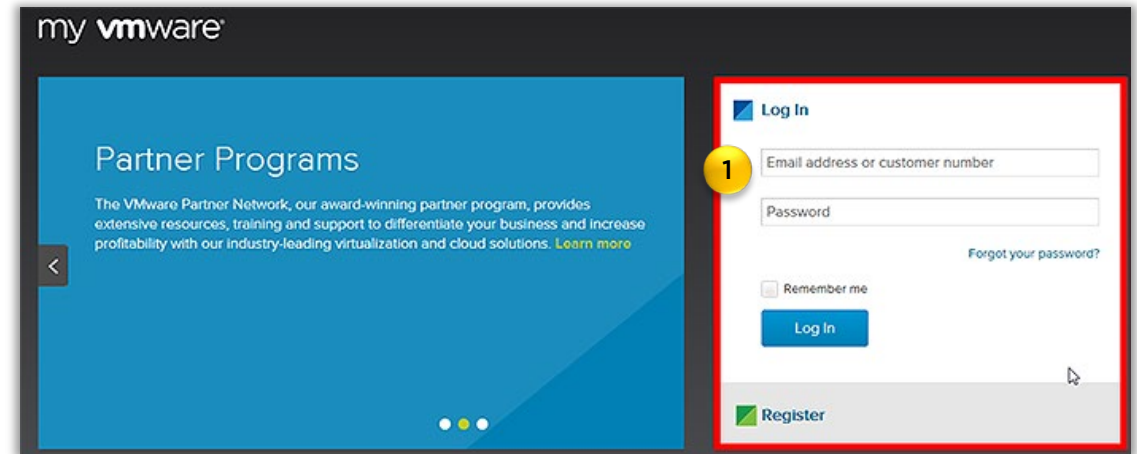
### Login to MyVMware Portal

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

Use your existing VMware Cloud Provider 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 program contract. If you have forgotten your password, click on the "Forgot your password link." If you have further problems accessing your account, please contact [partnernetwork@vmware.com](mailto:partnernetwork@vmware.com).

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

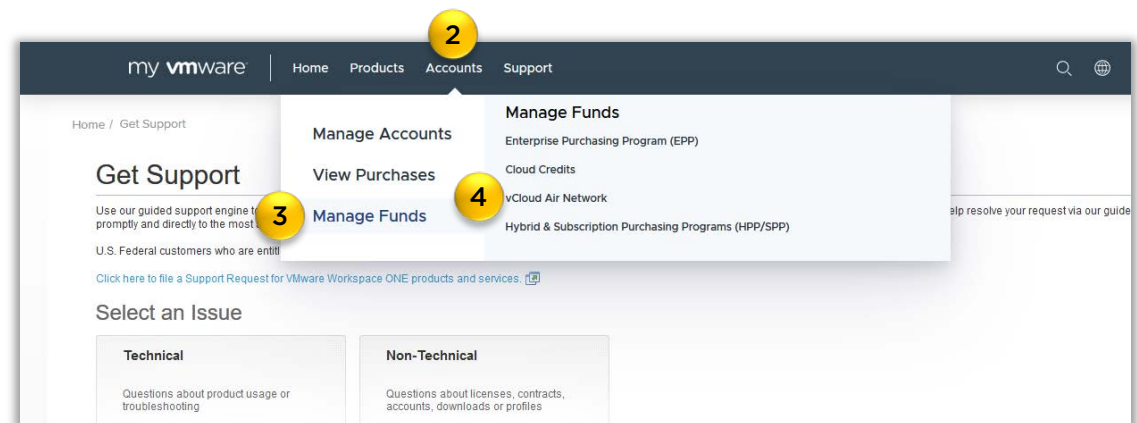
1. To begin, log in to MyVMware.com and enter your credentials as issued by VMware.



### Login to the VMware Cloud Provider Program Portal

2. To view your VMware Cloud Provider Program information within your MyVMware account, click on the "Accounts" tab.
3. From the menu under Accounts, hover to "Manage Funds"
4. Then select the "vCloud Air Network" option from the pick list under Manage Funds.

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





# Managing Users on MyVMware Portal

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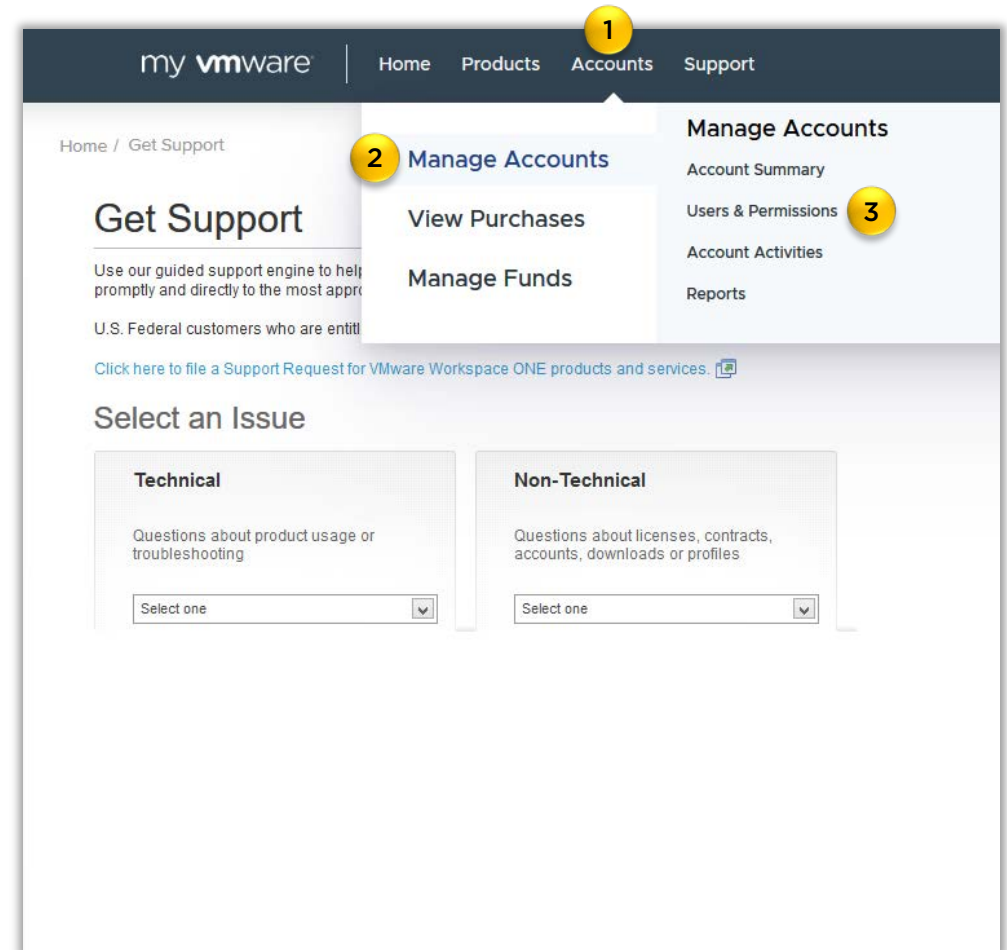
### User Management thru MyVMware

To add, remove, edit access and manage users in MyVMware Portal, please follow the following steps:

1. From the top menu, select "Accounts".
2. Next hover over the "Manage Accounts" option.
3. From there select the "User Management" option.

Below are several **knowledge-based articles** that can guide you step by step on one managing user permissions in MyVMware portal.

- How to invite new users to an account in My VMware - [\(link\)](#)
- Viewing account users on My VMware - [\(link\)](#)
- Searching for a user in My VMware - [\(link\)](#)
- Understanding user permissions in My VMware - [\(link\)](#)
- How to copy user permissions in My VMware - [\(link\)](#)
- How to request folder permissions in My VMware - [\(link\)](#)
- Locating the Super User and Procurement Contact in My VMware - [\(link\)](#)
- How to change the Super User and Procurement Contact in My VMware - [\(link\)](#)



# View your Account Information

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WSO Managed Hosting

WSO UAT Environment

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### MSP Contract Details

Once you have selected “vCloud Air Network” under Manage Funds, you will now be taken to the VMware Cloud Provider Program home page within MyVMware, where you can view your existing MSP Mobility Contract.

1. You can see Reference number for your contract. For Mobility contracts, they have the “**AIRWATCH\_**” prefix.
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 VMware Cloud Provider 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 VMware Cloud Provider Program Business Portal.
9. Once you are ready to configure and procure a cloud environment, click on the “Start” button.

The screenshot displays the 'my vmware' interface for the 'vCloud Air Network'. It includes a navigation bar with links like 'Home / vCloud Air Network' and 'Products Accounts'. The main content area shows contract details for 'AIRWATCH\_12422782', including consumption this month (\$112.50), commitment level (\$500.00 / mo), and current balance (\$387.50 / mo). On the right, account information is listed: Account 666653645 - VMW Test Service Provider Premier - AMER, Owner SmokeTest SP2, Users SmokeTest SP2, iAsset Contract# 12422782, Aggregator VMW Test Aggregator, Currency USD (\$), Contract Term 12 Months, Start Date 2016-09-15, and End Date 2017-09-14. A 'Subscription Services' table at the bottom lists services like 'AirWatch Cloud' with their status, product, consumption, term end, and actions.

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

# User Permissions to Place Orders

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WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

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## Support

### User Permissions and Access to your Mobility Contract

MyVMware designates an Administrator from the Partner to manage their Mobility Commit Contract in the tool. This person is labeled as “**Owner**” (1) under their commit contract.

The “owner” can grant permissions to other users within your organization to access this contract to place Mobility orders. These users will be labeled as “Users” (2).

### Adding Users to your Mobility Contract

To add new users to your contract, the Administrator or “Owner” (1) can follow these steps below.

- Click on the “Add” link in your contract page. You will be prompted to enter the information for the user you wish to add.
- Enter their first name, last name and email address. Important: Please ensure that the correct email address is entered correctly in order for the invited party to receive it.
- Press Continue
- Next you will be prompted to confirm your request. Click on the checkbox.
- Click on “Confirm” to continue

Your designated user will be able to view your Mobility Commit Contract and order new services once they login to the MyVMware tool.

**Note** – if you need to grant access to users to the MyVMware tool itself, please refer to the [Support section on MyVMware](#).

The screenshot displays the MyVMware vCloud Air Network interface. The top navigation bar includes links for English, VMware.com, Store, Inner Circle, and Communities. The main header shows 'my vmware' with links for Products, Accounts, and Support. The page title is 'vCloud Air Network'. Below the title, there's a section for 'AIRWATCH\_12801801' with a 'Rename' link. A table shows account details: Account 666653645 - VMW, Test Service, Provider Premier, AMER. A modal window titled 'Add a New User' is open, showing two steps. Step 1: Enter the new User's contact information. It includes fields for First Name (Joe), Last Name (Smith), and Email Address (joesmith@mvp.com). Step 2: Review and confirm the contact information below. It includes a checkbox for 'New User' and a 'Confirm' button. The modal is overlaid on the vCloud Air Network page, which shows account details and a table of users.

# Ordering Mobility Services

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WSO UAT Environment

WSO Additional Storage

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## Support

### Using the Configurator to Order Mobility Services

This page allows you to order Mobility Services, Add Capacity to an existing service, modify your renewal preferences or upgrade a service. Please note that at times, this page may take a bit to load in the browser.

1. **New Service** - Use this selection to add a new unique customer into the service. **For every new customer that this brought into the service, a minimum of quantity 25 Shared licenses or 3000 Dedicated licenses of a Workspace ONE Bundle is required for the first order.** A SID# (service ID number) will be created for this customer in the ordering tool and partner environment.

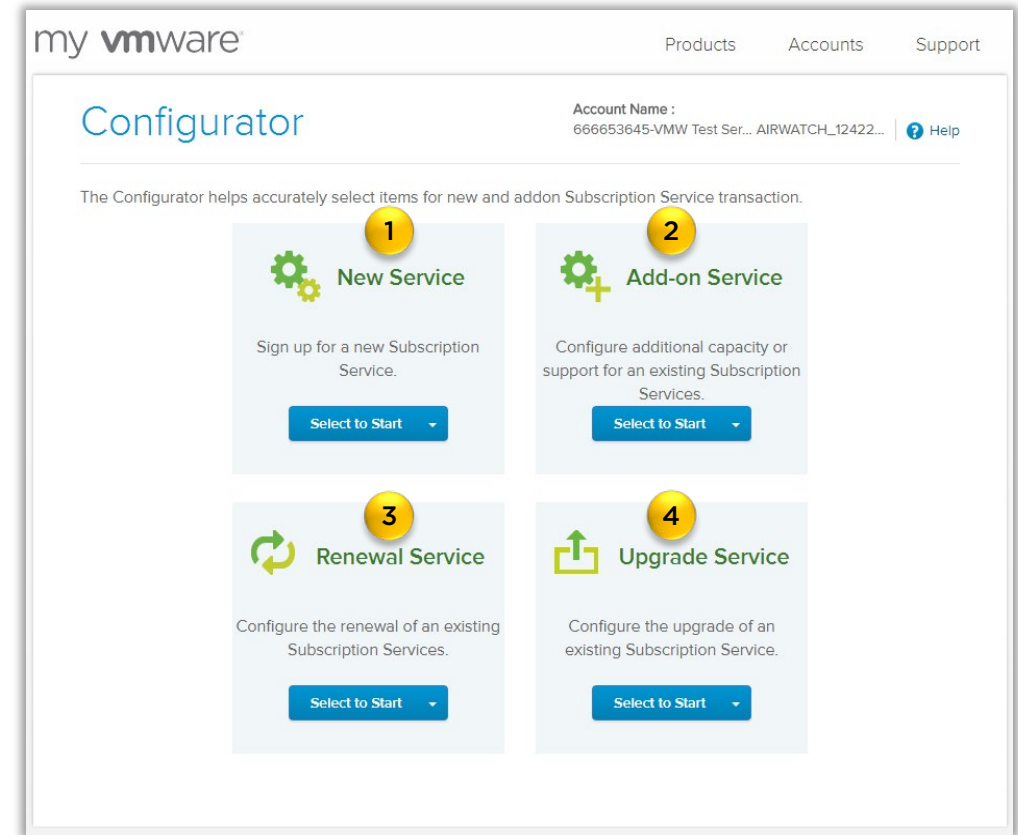
Example: Joe's Store is a new shared customer and "New Service" is selected to bring them into the program. For this first order, a minimum of 25 devices of a bundle is required. Joe's Store is assigned SID# 11111 in the environment. Then Mary's Shop is another new customer and a separate "New Service" would be required, and the minimum device quantity would also apply separately. Mary's Shop is assigned SID# 22222 as a separate customer account.

2. **Add-On Service** - Use this to add devices to an already existing account, which already has been assigned a SID#.

Example: Joe's Store already has 100 seats under SID# 11111. To order additional 20 seats for this customer, go to "Add-On Service" and select SID# 11111 in order to add the incremental devices. No minimum purchase is required.

3. **Renewal Service** - Use this to renew an existing service for an existing customer account (SID#). Note that subscriptions automatically renew unless configured otherwise.

4. **Upgrade Service** - Use this to upgrade an existing service for an existing customer account (SID#). Upgrades are available from a lower Workspace ONE bundle to a higher bundle and from per device to per user license types.



# Mobility MSP Setup and Ordering

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WSO Shared

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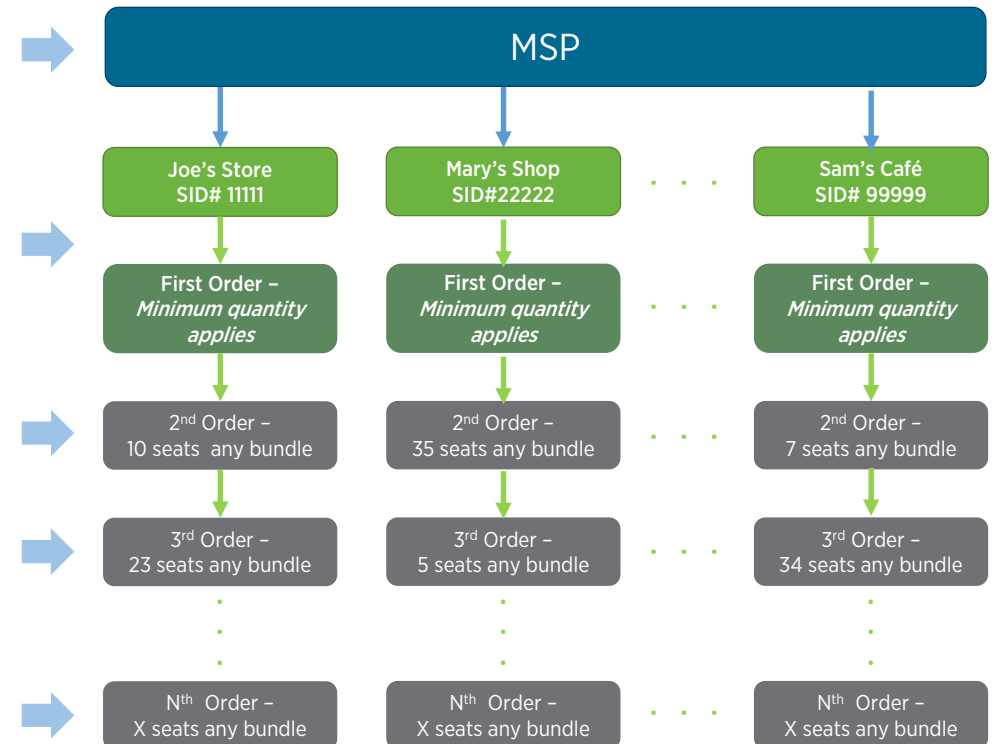
Invoice and Billing

## Support

### Ordering and Configuring for the Mobility MSP Setup

Below is a graphical example on how to correctly configure your Mobility MSP orders and which function in the configurator to use based on your customer needs.

Partner Action	VMware Fulfillment
1. Sign up for Mobility MSP Commit Contract	➤ Create MSP Partner Environment (AW Console)
2. Place order for “ <b>New Service</b> ” for a new Customer	➤ New Customer Organization (SID#) is created inside the Partner’s AW Console ➤ Number of seats (devices) are added to this customer’s organization
3. Place order for “ <b>Add-On Service</b> ” for an already existing Customer	➤ Number of seats are added to this customer’s organization (SID#)





# Desired Setup using the Configurator

①

Join

②

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③

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④

Commit

⑤

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⑥

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⑦

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⑧

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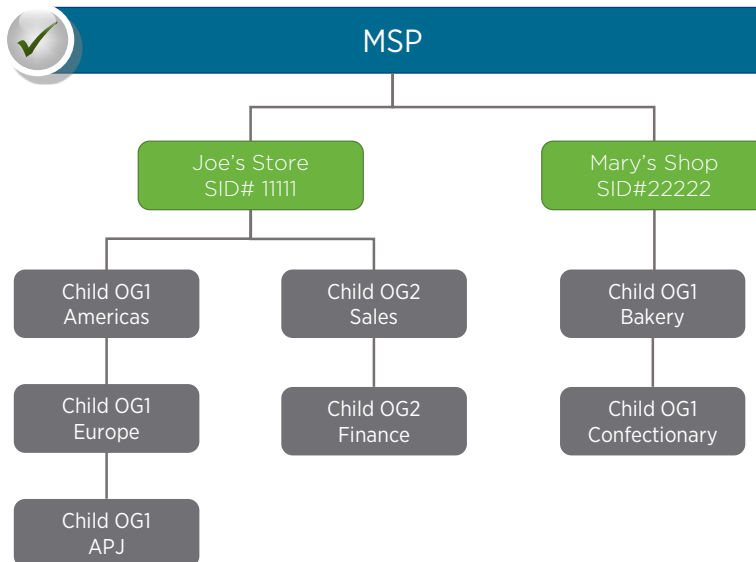
Invoice and Billing

## Support

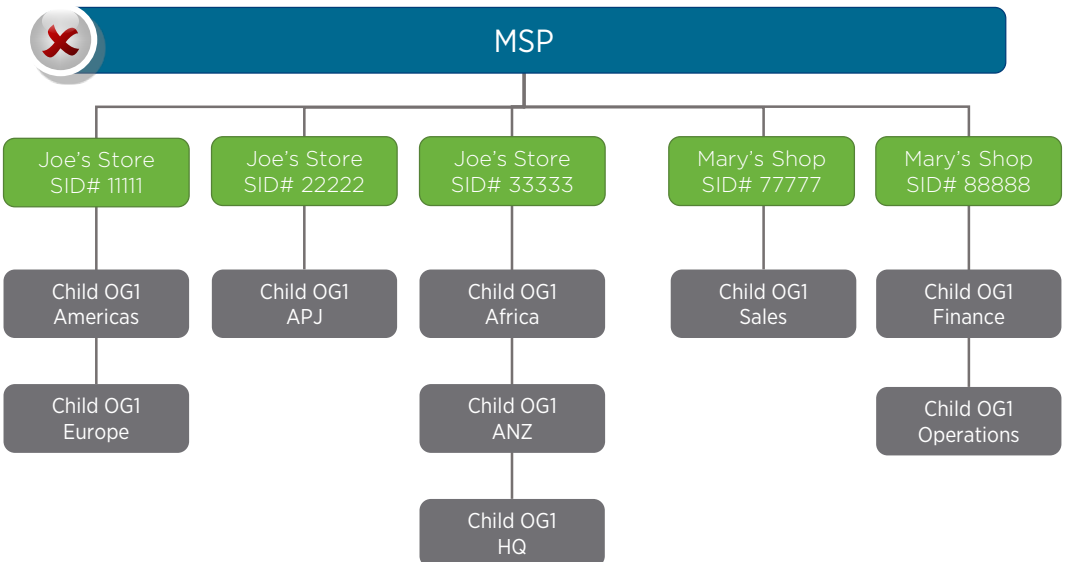
### Setup Using the Configurator

By choosing correctly which function in the configurator you need to use based on the customer needs, you will arrive at the desired setup for your Mobility Managed Services.

**Desired Setup** - Each customer organization is unique and assigned a single SID#. All of the devices for that customer should be ordered and placed underneath the same organization (SID#). As a reminder, use "New Service" every time you need to bring a new customer into the service and "Add-On Service" to increase the number of devices for an existing customer.



**Unintended Setup** - Having several customer organizations (SID#'s) created for the same customer is not ideal as it won't allow your customer to manage their devices under a single management console. To add seats to an existing customer organization, do not use the "New Service" option in the configurator, but rather use "Add-On Service" and select the existing customer organization (SID#) to purchase incremental quantities. This will allow you to achieve the desired setup.



# Place Order – New WSO Shared Service

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WSO Additional Storage

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## Support



Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Ordering New Workspace ONE Shared Services

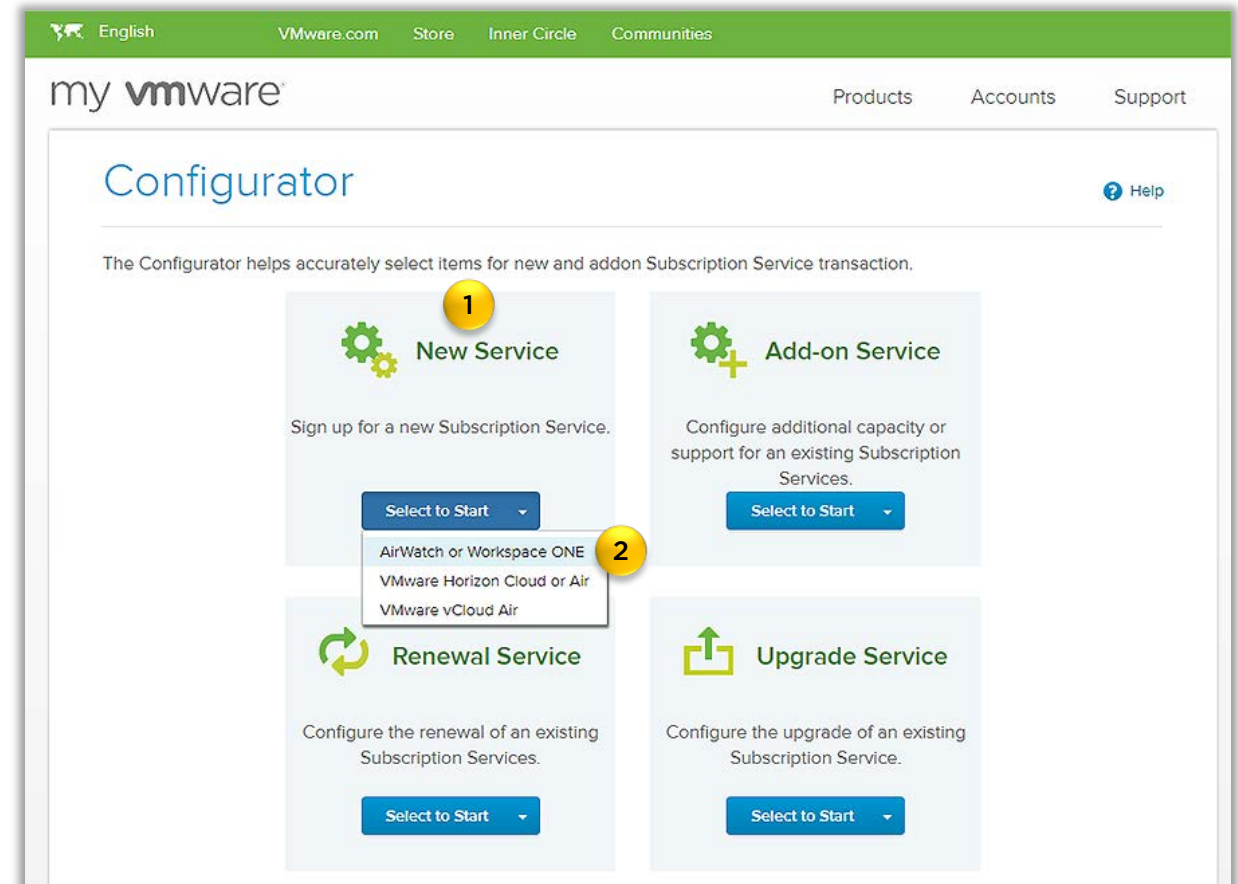
Now we will focus on the steps on how to use each of the following functions in the configurator. First, let's walk through ordering for a new Workspace ONE Shared service.

Please refer to this [diagram](#) to understand the steps and components required to order a new Workspace ONE Shared Service.

As a reminder, use this function only when you are adding new customers into the service. A new **SID (service ID)** will be created each time you order a new service. If you need to instead add devices to an existing customer or SID, please use the [“Add-On Service”](#) function.

Please note that at times, this page may take a bit to load in the browser.

1. Go to “New Service” and click on “Select to Start” to see your list of available services, which are based on your commit contract type.
2. Select the “AirWatch or Workspace ONE 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.



# Configure Service – New WSO Shared Service

## Program Overview

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## Support



### Configuring a New Mobility Service

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

1. Select “**All**” for Region.
2. Select “**Workspace ONE Shared**” for Cloud Type.
3. Choose the length term for your subscription. 12, 24, 36, 48 and 60-months are available.
4. 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.

5. If the person placing the order is the primary administrator, click on the “Yes, I am the primary administrator of this service” button.
6. If the person who should receive the login to the Workspace ONE 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.
7. Click on “Continue” when finished.

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Purchase a Subscription Service Account Name : 765744609-Rogers Communic... Help

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

All fields are required

Service AirWatch or Workspace ONE

1 Region All

2 Cloud Type Workspace One Shared

3 Service Term 36 months

4 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.

5 Yes, I am the primary administrator of this service.

6 No, I am not the primary administrator of this service

7 Continue Cancel

# Select Core Bundle – New WSO Shared Service

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## Support

Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Selecting the New Workspace ONE Core Bundle

Now you will see the “Select Product” page. The first step is to choose the right Workspace ONE bundle to purchase.

1. Select the Workspace ONE Management Suite you wish to purchase. **Standard, Advanced, Enterprise, Enterprise for VDI and Express** editions are available through the MSP program. Read the description to select the correct bundle.
2. Next select if you need the bundle in **Per Device** (green box in the graphic) or **Per User** (blue box) license type. Read the description to select the correct type.
3. Input the quantity you want to purchase for each suite. **Please note that for every new order or SID, there is a minimum of 25 devices for at least one suite that must be ordered.** This requirement only applies to new orders, not to add-ons.
4. On the Billing Type, you can choose between billed on a **prepaid, monthly** or **annual** basis.
5. The Billing Rate will show the cost per license per the billing method for each suite.
6. The Extended cost will show the total cost per suite based on the total number of devices you ordered.
7. And the top you will see the Service Cost, which will reflect your total cost per month.
8. If you are not planning to order any add-on features, you are ready to review the order in the next page. Click on “Review Order” at the bottom on the page.

However, if you are planning to order add-on features to the bundle, go the next page on this manual on instructions on how to select them.

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### Purchase a Subscription Service

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

Service Type: AirWatch or Workspace ONE  
Service Term: 36 months  
Cloud Type: Workspace ONE Shared  
Currency: U.S. Dollar

Monthly Cost (MSRP): \$189.00 / month

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware Workspace ONE Standard - Production Support/Subscription-DEVICE</b> VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 device - Subscription Workspace ONE Standard (Includes AirWatch). Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	50	Monthly	\$3.78 / month	\$0.00 / month
<b>VMware Workspace ONE Standard - Production Support/Subscription-USER</b> VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 user - Subscription Workspace ONE Standard (Includes AirWatch). Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	0	Monthly	\$6.53 / month	\$0.00 / month
<b>VMware Workspace ONE Advanced - Production Support/Subscription-DEVICE</b> VMware Workspace ONE Advanced - Shared Cloud - SaaS Production Support - 1 device - Subscription Workspace ONE Advanced (Includes AirWatch). Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	0	Monthly	\$6.01 / month	\$0.00 / month
<b>VMware Workspace ONE Advanced - Production Support/Subscription-USER</b> VMware Workspace ONE Advanced - Shared Cloud - SaaS Production Support - 1 user - Subscription Workspace ONE Advanced (Includes AirWatch). Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	0	Monthly	\$10.91 / month	\$0.00 / month

Back Review Order Cancel



# Select Add-On Features – New WSO Shared Service

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

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## Support



### Selecting Add-On Features to the Workspace ONE Bundle

If you would like to purchase add-on features to the core bundle, you can select them in the same “Select Products” page. Please note that in order **to purchase add-ons, you must have at least an accompanying core bundle to make it work.**

1. Select the **add-on feature** you wish to purchase from the list in the “Select Products” page. For a list of complete add-ons, please refer to this [section](#).
2. Next select if you need in **Per Device** (green box) or **Per User** (blue box) license type. Read the description to select the correct type.
3. Input the quantity you want to purchase for each suite. **Please note that for every new order or SID, there is a minimum of quantity 25 for every add-on that you need to order.** This requirement only applies to new orders, not to add-ons.
4. On the Billing Type, you can choose between billed on a **prepaid, monthly** or **annual basis**. Make sure it **matches the terms of the core bundle**.
5. The Billing Rate will show the cost per license per the billing method for each suite.
6. The Extended cost will show the total cost per suite based on the total number of devices you ordered.
7. And the top you will see the Service Cost, which will reflect your total cost per month.
8. You have now configured your Workspace ONE core bundle and add-ons. You can review the order by clicking on “Review Order”.

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware AirWatch Advanced Remote Management - Production Support/Subsription-DEVICE</b>	25	Monthly	\$0.55 / month	\$13.75 / month
<b>VMware AirWatch Advanced Remote Management - Production Support/Subsription-USER</b>	0	Monthly	\$0.99 / month	\$0.00 / month
<b>VMware Boxer - Production Support-DEVICE</b>	0	Monthly	\$1.21 / month	\$0.00 / month
<b>VMware Boxer - Production Support-USER</b>	0	Monthly	\$2.41 / month	\$0.00 / month
<b>VMware Content Locker Standard - Production Support-DEVICE</b>	0	Monthly	\$2.67 / month	\$0.00 / month
<b>VMware Content Locker Standard - Production Support-USER</b>	0	Monthly	\$2.67 / month	\$0.00 / month



# Review Order Details – New WSO Shared Service

## Program Overview

## Product Offerings

## Business Process

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

### WSO Shared

- WSO Managed Hosting
- WSO UAT Environment
- WSO Additional Storage
- Submit Monthly Reports
- Invoice and Billing

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### 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 billing across all services, with applicable partner discounts.

1. Review the service configuration.
2. Review the products, quantity and billing type 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

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

Review Core Service configuration.

1 Service Type AirWatch or Workspace ONE  
Service Term 36 months  
Cloud Type Workspace ONE Shared  
Pricing Type Device  
Currency U.S.Dollar

Products	Quantity	Billing Type	Billing Rate	Extended Cost
2 VMware Workspace ONE Standard				
VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 device - US - Subscription	50	Monthly	\$3.67 / month	\$183.50 / month
US Data Center - Standard Includes Workspace ONE Standard (Includes AirWatch). Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	edit	edit		

3

Hide calculations

Due Now 1 \$183.50  
First Month Cost \$183.50

This Service Monthly Cost 1 \$183.50 / month

Total Order Commitment 1 \$6,606.00

4 All orders are final. Once submitted, your order cannot be cancelled.  
☐ I agree to the Terms & Conditions

5 Click to add end customer information

Back Submit Cancel



# Enter Customer Information – New WSO Shared Service

## Program Overview

## Product Offerings

## Business Process

[End-to-end Flow](#)[Join the MSP Program](#)[Get Trained on Mobility](#)[Test the Service](#)[Commit to a MSP Spend](#)[Partner Environment Setup](#)[Order Mobility Services](#)[WSO Shared](#)[WSO Managed Hosting](#)[WSO UAT Environment](#)[WSO Additional Storage](#)[Submit Monthly Reports](#)[Invoice and Billing](#)

## Support

[Workspace ONE Shared Service](#)[New Service \(New SID\)](#)[Add-On for Existing Service \(SID\)](#)[Renewal of Service \(SID\)](#)[Upgrade Service \(SID\)](#)

### 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.** This will allow you to associate a purchase and it's SID number with an actual customer name.

Additionally, it ensures that VMware sales compensation occurs, aligning our field team to sell with you, the Managed Service Provider partner.

**As such, entering the End Customer details is a mandatory step that partners must complete as prior to order submission. We sincerely appreciate your understanding and support in this critical step of the ordering workflow.**

Click to add end customer information

\*Required Field

\*Customer Name

\*Country

\*Zip or postal code

Address 1

Address 2

Address 3

City

County

State/Province

Unique Identifier for End Customer

Cancel

Submit



# Purchase Confirmation – New WSO Shared Service

Program Overview

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- Get Trained on Mobility
- Test the Service
- Commit to a MSP Spend
- Partner Environment Setup
- Order Mobility Services

WSO Shared

- WSO Managed Hosting
- WSO UAT Environment
- WSO Additional Storage

- Submit Monthly Reports
- Invoice and Billing

Support



- Workspace ONE Shared Service
- New Service (New SID)
- Add-On for Existing Service (SID)
- Renewal of Service (SID)
- Upgrade Service (SID)

## 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 service is available.



# Place Order - WSO Shared Add-on Service

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## Product Offerings

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## Support

Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Adding Licenses to an Existing Customer or SID#

Now let's take a look at how you can order additional Shared licenses to an existing customer or SID#.

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 Workspace ONE core services. Incremental devices 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 MSP Portal (MyVMware). No new customer organizations or add-ons should be placed within the Workspace ONE Console as this may cause accounts to be set up incorrectly. Any customer organizations or add-ons created through the Workspace ONE 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:

1. Go to MyVMware's Configurator's tool for your account.
2. Click on the Add-On Service Menu.
3. Select "AirWatch or Workspace ONE" to continue.

The screenshot displays the VMware Configurator web interface. At the top, there's a navigation bar with links for English, VMware.com, Store, Inner Circle, and Communities. Below this, the 'my vmware' logo is on the left, and 'Products', 'Accounts', and 'Support' are on the right. The main heading is '1 Configurator'. A sub-header states: 'The Configurator helps accurately select items for new and addon Subscription Service transaction.' There are four main service tiles: 'New Service' (Sign up for a new Subscription Service), 'Add-on Service' (Configure additional capacity or support for an existing Subscription Services), 'Renewal Service' (Configure the renewal of an existing Subscription Services), and 'Upgrade Service' (Configure the upgrade of an existing Subscription Service). Each tile has a 'Select to Start' button. A yellow circle with the number '2' highlights the 'Add-on Service' tile. A yellow circle with the number '3' highlights a dropdown menu that appears when the 'Add-on Service' button is clicked, showing options: 'AirWatch or Workspace ONE', 'VMware Horizon Cloud or Air', and 'VMware vCloud Air'.

# Select Existing Service – WSO Shared Add-On Service

## Program Overview

## Product Offerings

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### Select the Existing Service to add the Licenses to

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 (SID#), Service Type, Region, Term End Date and Remaining Term.

1. Choose the SID# (customer) that 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 Communities

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### Purchase Add-ons

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

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

2	Service ID	Service Type	Region	Term Ending	Remaining Term	3
1	M419988905	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	Select
	SKU	Component	Order Type	Billing Type	Remaining Term	Quantity
	WSD-ASSDP-12MT0-C1S	US Data Center - Standard Includes Workspace ONE Standard (Includes AirWatch). Minimum Initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	Primary	Monthly	11 Months & 20 Days	270
	M692188720	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	Select
	M428830140	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	Select



# Configure Additional Capacity - WSO Add-on Service

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

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### Configure Additional Quantity and Features

You will now be taken to the page where you can select which add-on services you wish to choose. **You may add Workspace ONE bundles or add-on features to the original core order.** All of these options can be selected in this “Add Additional Capacity” page.

Important – please ensure that you **only select Shared Workspace ONE bundles and/or add-on features.** You cannot mix Managed Hosting SKU's with an existing Shared service.

1. In this page, you will see the service ID (SID#) that you are trying to add to.
2. Next, select the add-on services whether it be additional Workspace ONE bundles or add-on features. Make sure you read the description for whether it is a **per device** or **per user** license.
3. Input the quantity you wish to order for the add-on.
4. Select the Billing type for this add-on – prepaid, monthly or annual. **Make sure it matches the same term as the original core.**
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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### Purchase Add-ons

1 ADD ADDITIONAL CAPACITY 2 REVIEW & SUBMIT 3 COMPLETE

Configure add-on service to the selected service.

5 **Recurring Cost of New Add-ons**  
Select Add-ons below

1 Service ID M836490E  
Service Type AirWatch or Workspace ONE

Products	Quantity	Billing Type	Billing Rate	Billing Term	Prorated Extended Cost
<b>VMware Workspace ONE Advanced Add-on for Horizon - Production Support-USER</b>					
VMware Workspace ONE Advanced Add-on for Horizon Enterprise Edition, Horizon Apps Advanced Edition and Horizon	0	Prepaid	\$91.57 for Month(s)	8 Month(s) and 17 Day(s)	\$0.00
<b>VMware Workspace ONE Advanced - Production Support/Subscription-DEVICE</b>					
VMware Workspace ONE Advanced - Shared Cloud - SaaS Production Support - 1 device - Subscription	0	Monthly	\$6.01 / month	18 Day(s)	\$0.00
<b>VMware Workspace ONE Advanced - Production Support/Subscription-USER</b>					
VMware Workspace ONE Advanced - Shared Cloud - SaaS Production Support - 1 user -	0	Monthly	\$10.91 / month	18 Day(s)	\$0.00
<b>VMware AirWatch Advanced Remote Management - Production Support/Subscription-DEVICE</b>					
VMware AirWatch Advanced Remote Management Add On - Shared Cloud - Per Device - SaaS Production Support - Subscription	0	Monthly	\$0.55 / month	18 Day(s)	\$0.00
<b>VMware AirWatch Mobile Application Wrapping - Production Support-DEVICE</b>					
VMware AirWatch Mobile Application Wrapping Add On - Shared Cloud - Per Device - SaaS Production Support - Subscription	5	Prepaid	\$7.21 for Month(s)	8 Month(s) and 17 Day(s)	\$25.68

6 **Review Order** Cancel

# Review and Submit Order - WSO Shared Add-on Service

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support



### 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 (SID#), 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. You will also be able to see the customer name that this Service is being added for.
7. When you have completed with the review and you are ready to place the order, click on the "Submit" button.

my vmware Products Accounts Support

### Purchase Add-ons

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

1 Service ID M419988905  
Service Type AirWatch or Workspace ONE

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Billing Term	Prorated Extended Cost
VMware Workspace ONE Standard	10	Monthly	\$3.67 / month	22 Day(s)	\$26.05

2 VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 device - US - Subscription

3

4

Hide calculations

Due Now \$26.05  
Monthly Cost \$26.05

This Service Monthly Cost \$1,027.60 / month

Total Order Commitment \$429.75

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.

5 ☒ I agree to the Terms & Conditions

6 Customer Name Northern Lights  
Country United States  
Zip or postal code 95380-9537

7 Submit Cancel

Back



# Purchase Confirmation - WSO Add-on Shared Service

Program Overview

Product Offerings

Business Process

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

WSO Shared

- WSO Managed Hosting
- WSO UAT Environment
- WSO Additional Storage

- Submit Monthly Reports
- Invoice and Billing

Support



- Workspace ONE Shared Service
- New Service (New SID)
- Add-On for Existing Service (SID)
- Renewal of Service (SID)
- Upgrade Service (SID)

## 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 Workspace ONE console as well.

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ProductsAccountsSupport

### Purchase Add-ons

1 SELECT AN EXISTING SERVICE2 ADD ADDITIONAL CAPACITY3 REVIEW & SUBMIT4 COMPLETE

You will receive an order confirmation via email.

Your reference ID is 15286 **1**

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.



# Renewals for Existing Service

## Program Overview

## Product Offerings

## Business Process

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

### WSO Shared

- WSO Managed Hosting
- WSO UAT Environment
- WSO Additional Storage

- Submit Monthly Reports
- Invoice and Billing

## Support



### Renewal of Service (SID)

If you wish to renew your subscription service (SID) with the current existing terms, there is no action required from you. All of your existing subscriptions will be automatically renewed for the current existing terms, unless the you, the Partner, takes steps to cancel the service or change the terms of the subscription renewal.

**Important - If you wish to alter the terms for renewal for your service, the changes can be only be effected on the period 90 to 15 days prior to your renewal date.** In other words, the earliest you can make those changes is 90 days prior to renewal date, and the latest is 15 days prior to renewal date. If you miss the 15 days prior window, you will not able to change your renewal term and the service will renew under the existing term.

### Selecting Service (SID) for Renewal

If you wish to change your renewal terms, follow the steps below.

1. Access your Mobility Commit Contract page in MyVMware.
2. You should be able to see the list of active SID;'s under "Subscriptions Services"
3. Identify and click on the SID that you wish to manage the renewal for.

English VMware.com Store Inner Circle Communities

my vmware® Products Accounts Support

**1** AIRWATCH\_12872009 | Rename

Consumption this month ⓘ  
\$0.00

Commit Level  
\$500.00 / mo

Current Balance  
\$500.00 / mo

Account 666653645 - VMW  
Test Service  
Provider Premier  
AMER.

Owner Test Contact  
Users Test Contact  
Add Remove

iAsset Contract# 12872009

Aggregator VMW Test  
Aggregator  
USD (\$)

Currency USD (\$)

Contract Term 12 Months ⓘ

Start Date 2017-11-16

End Date 2018-11-15  
View billing and payments  
on vCAN Portal

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

**2** Subscription Services Export

Service ID	Service Status	Product	Monthly Consumption	Term End	Actions
<b>3</b> M998782820	Expiring	AirWatch or Workspace ONE	(Prepaid)	2018-03-02	Purchase Add-ons

# Managing Renewal of Service

①

Join

②

Train

③

Test

④

Commit

⑤

Environment  
Setup

⑥

Order

⑦

Report

⑧

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

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## Support

Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Managing Renewal of Service

Next you will be taken to the details of the Service.

1. You should be able to view the SID#, status, term start and end date, as well as the product and quantity details.
2. To manage the renewal of the service, click on the "Manage Service" button on the right.
3. A pull-down menu will appear. Click on "Change Renewal Method".

The screenshot shows the VMware my vmware portal interface. At the top, there's a navigation bar with links for English, VMware.com, Store, Inner Circle, and Communities. Below this, the main header includes 'my vmware' and links for Products, Accounts, and Support. The breadcrumb trail indicates the path: Home / Subscription Services / Subscription Service Detail.

The main content area displays the service details for 'Service: M998782820'. Key information includes:

- Status:** Expiring (indicated by a warning icon)
- Service ID:** M998782820
- Aggregator:** VMW Test Aggregator
- Service Start:** 2017-03-03
- Term Start:** 2017-03-03
- Term End:** 2018-03-02
- Remaining Term:** 2 Month(s) and 18 Day(s)
- Renewal Method:** Cancel
- Region:** All
- Payment Method:** vCloud Air Network
- vCAN Contract Name:** AIRWATCH\_12872009 View
- vCAN Contract Expiration:** 2018-11-15
- Monthly Cost:** (Prepaid)
- Bill Day:** 03rd of every month

On the right side, there's a 'Manage Service' dropdown menu with options: Purchase Add-ons, Manage Service, Change Renewal Method, Add-on / Upgrade Requests, View Statements, Manage Users, Get Support, and iAsset (billing). The 'Change Renewal Method' option is highlighted with a yellow circle and a number 3.

Below the service details, there's a table showing the products and their quantities:

Products	Quantity
AirWatch by VMware Green Management Suite	26

The table description states: 'VMware AirWatch Green Management Suite - Shared Cloud - SaaS Production Support - 1 device - Subscription. Green Management Suite includes AirWatch Mobile Device Management (including native email management), AirWatch Container (former Workspace) and App Catalog. Minimum initial purchase of 25 Devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.'

At the bottom, there's a section for 'Additional Information' with links to 'AirWatch' and 'myAirWatch'.



# Modifying the Terms of Renewal for Service

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

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WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support

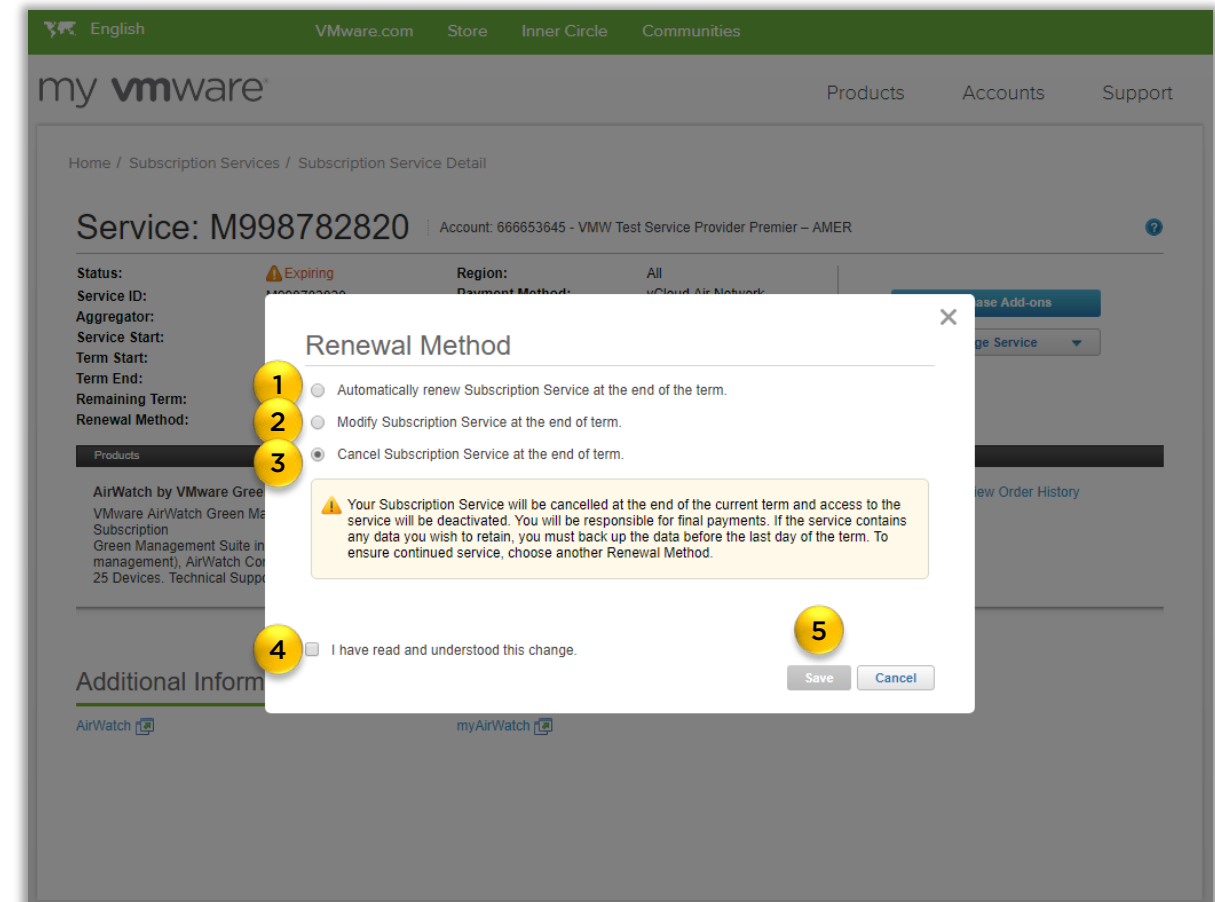


### Modifying the Terms of Renewal

Next you will be prompted on the options to manage the renewal of the service.

1. The first option is the default selection. Your SID is currently setup to **renew automatically** at the end of the subscription term. If this your renewal choice for this service, then you can proceed to save it.
2. The second option is to **modify the subscription service** for the renewal term. You can modify the product mix that you have in the service, the quantity and the billing method. All of your changes will be applied at the renewal date (not on the date that changes were requested).
3. The third option is to **cancel the service** at the end of the subscription term. Under this choice, your service will be turned off and you and your customer's access to the service will be deactivated.
4. Once your selection has been made, click on the checkbox under "I have read and understood this change".
5. Click on "Save" to confirm changes.

**Important – please make sure that these changes are saved at least 15 days prior to renewal date, but not 90 days before renewal date.**



# Upgrade Existing Service

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

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Report

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Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support

Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Upgrading your Service

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

You may upgrade your service mid-term into a higher level management suite and on from per device to a per user license type. Please note that all upgrade orders will co-term with the original service.

These are available upgrade paths for Workspace ONE:

- **From a lower Workspace ONE Edition bundle to a higher Workspace ONE Edition bundle.**
- **From a per device license type to per user.**

### 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 or Workspace ONE" to continue

The screenshot shows the 'my vmware' Configurator interface. The top navigation bar includes 'English', 'VMware.com', 'Store', 'Inner Circle', and 'Communities'. The main header has 'Products', 'Accounts', and 'Support'. The 'Configurator' title is highlighted with a yellow circle '1'. Below the title, a description states: 'The Configurator helps accurately select items for new and add-on Subscription Service transaction.' There are four main service options, each with a 'Select to Start' button:

- New Service**: Sign up for a new Subscription Service.
- Add-on Service**: Configure additional capacity or support for an existing Subscription Services.
- Upgrade Service**: Configure the upgrade of an existing Subscription Service. This option is highlighted with a yellow circle '2'. Below its button, a dropdown menu is open showing 'Airwatch or WorkspaceOne' with a yellow circle '3' next to it.
- Renewal Service**: Configure the renewal of an existing Subscription Services.

# Select Existing Service for Upgrade

## Program Overview

## Product Offerings

## Business Process

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

### WSO Shared

- WSO Managed Hosting
- WSO UAT Environment
- WSO Additional Storage

- Submit Monthly Reports
- Invoice and Billing

## Support



### 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 “Upgrade” to continue

English VMware.com Store Inner Circle Communities

my vmware® Products Accounts Support

### Purchase Upgrade

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

Select a Subscription Service to find eligible products to upgrade.

Service ID	Service Type	Term Ending	Remaining Term
M174962842	Airwatch or WorkspaceOne	2020-08-01	23 Months & 2 Days
M511667681	Airwatch or WorkspaceOne	2018-10-02	1 Months & 2 Days
M861346229	Airwatch or WorkspaceOne	2019-08-09	11 Months & 10 Days

Products	Quantity	Actions
VMware Workspace ONE Advanced - Shared Cloud - SaaS Production Support - 1 device - Subscription Workspace ONE Advanced (Includes AirWatch). Minimum initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	25	Upgrade

Cancel

# Select Upgrade Service

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

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Commit to a MSP Spend

Partner Environment Setup

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WSO UAT Environment

WSO Additional Storage

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## Support

1

Join

2

Train

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Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

### Choose the Upgrade

Next you will see the “Choose an Upgrade” page, where you will select the service that you want to upgrade.

1. You will see the description of the current service (SID) that you have, including the quantity.
2. Select the service that you would like to upgrade to. As a reminder, **you may upgrade from a lower Workspace ONE Edition bundle to a higher Workspace ONE Edition bundle and/or from per device to a per user license type.**
3. Input the quantity of units that you want to upgrade. You do not need to upgrade all existing quantity, but you cannot upgrade more than the quantity for the existing service.
4. Select the Billing Type - prepaid or annual. **Make sure that this matches the current term you have for the service you are upgrading.**
5. The **upgrade pricing** will be reflected. This upgrade price reflects the **difference** between the cost of the current service and the cost of the new service. You will continue to be charged for the price of the current service plus the upgrade cost.
6. Press on the “Review Order” to continue.

my vmware

Products Accounts Support

### Purchase Upgrade

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

Monthly Service Cost (MSRP)  
£117.07 / month

Recurring Cost of New Add-ons  
Select Add-ons below

Products	Quantity	Available Quantity
1 VMware Workspace ONE Standard - Production Support/Subscription VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 device - Subscription	25	0

Upgrade to

Products	Upgrade Quantity	Billing Type	Upgrade Rate	Billing Term	Prorated Extended Cost
2 Upgrade: Workspace ONE ADV Device to Workspace ONE ADV - User - SaaS Production Support Upgrade: VMware Workspace ONE Advanced (Per Device) to Workspace ONE Advanced - Shared Cloud - Per User - SaaS Production Support - Subscription Upgrade to Workspace ONE Advanced (Includes AirWatch) Minimum initial purchase of 25 users. Technical Support, 24 Hour Sev 1 Support -- 7 days a week	25	Monthly	£4.20 / month	11 Day(s)	£37.26

Back Review Order Cancel

# Review Upgrade Order

1

Join

2

Train

3

Test

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Commit

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Environment  
Setup

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Invoice

Workspace ONE Shared Service

New Service (New SID)

Add-On for Existing Service (SID)

Renewal of Service (SID)

Upgrade Service (SID)

## Preview Order

In this next step, you can review all your upgrade order details. 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 billing across all services, with applicable partner discounts.

1. Review the service configuration.
2. Review the products, quantity and billing type you selected.
3. Review the order costs.
4. Click on the agreement on the Terms and Conditions.
5. Press on the "Submit" button to continue

The screenshot shows the 'Purchase Upgrade' page in the VMware my VMware portal. The page has a green header with navigation links: English, VMware.com, Store, Inner Circle, and Communities. Below the header, there are links for Products, Accounts, and Support. The main content area is titled 'Purchase Upgrade' and includes a progress bar with three steps: 1. CHOOSE AN EXISTING SERVICE, 2. CHOOSE AN UPGRADE, and 3. REVIEW & SUBMIT (which is currently active and marked as COMPLETE). Below the progress bar, the 'Service ID' is M861346229 and the 'Service Type' is Airwatch or WorkspaceOne. A table lists the subscription details:

Subscription Service Add-on	Quantity	Billing Type	Upgrade Rate	Billing Term	Prorated Extended Cost
Upgrade: Workspace ONE ADV Device to Workspace ONE ADV - User - SaaS Production Support	25	Monthly	£4.20 / month	11 Day(s)	£37.26

Below the table, there is a summary of costs:

- Due Now: £37.26
- This Service Monthly Cost: £222.00 / month
- Total Order Commitment: £1,192.26

At the bottom, there is a checkbox for 'I agree to the Terms & Conditions' and a 'Submit' button. A 'Back' button is also visible at the bottom left.



# Purchase Confirmation for Upgrade Order

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support



### 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 Workspace Console as well.

my vmware® Products Accounts Support

### Purchase Add-ons

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

You will receive an order confirmation via email.

Your reference ID is 15286 **1**

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.

# Place Order - WSO Managed Hosting New Service

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

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Report

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Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support

Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### Ordering New Workspace ONE Managed Hosting Services

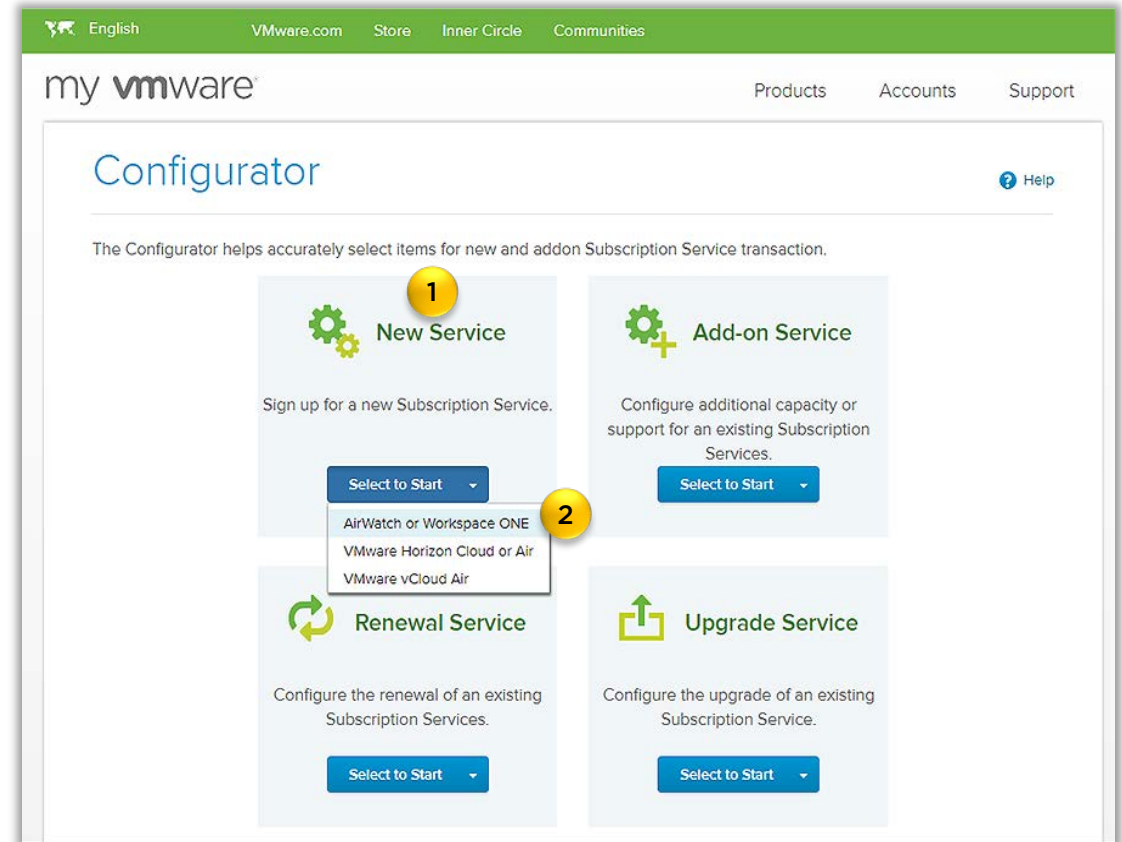
Now let's take a look on how to order a Workspace ONE Managed Hosting Service through the configurator. Please refer to this [diagram](#) to understand the steps and components required to order a new Workspace ONE Shared Service.

As a reminder, these are the pre-requisites to ordering Managed Hosting Licenses:

- Request a **Managed Hosting (Dedicated) Environment** to be created for your customer. To learn how to request a Managed Hosting environment, please go [here](#).
- For the initial order for a new service for a customer, there is a **minimum of quantity of 3000 of the Workspace ONE Managed Hosting Management Suite** that must be placed through MyVMware. They must be ordered together with the Environment.

Use this function only when you are adding new customers into the service. A new **SID (service ID)** will be created each time you order a new service. If you need to add devices to an existing customer, please use the "[Add-On Service](#)" function instead.

- Got to "New Service" and click on "Select to Start" to see your list of available services, which are based on your commit contract type.
- Select the "AirWatch or Workspace ONE Cloud" option to provision subscription Mobility services.



# Configure - WSO Managed Hosting New Service

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

## Configuring a New Managed Hosting Service

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

1. Select “All” for Region
2. Select “**Workspace ONE Managed Hosting**” for Cloud Type.
3. Choose the length term for your subscription. 12, 24, 36, 48 and 60-months are available.
4. 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.

5. If the person placing the order is the primary administrator, click on the “Yes, I am the primary administrator of this service” button.
6. If the person who should receive the login to the Workspace ONE 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.
7. Click on “Continue” when finished.

English VMware.com Store Inner Circle Communities

my vmware Products Accounts Support

### Purchase a Subscription Service

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

All fields are required

Service AirWatch or Workspace ONE

1 Region ☒ All

2 Cloud Type ☒ Workspace One Managed Hosting ☐ Workspace ONE Shared ☐ Workspace One UAT ☐ Workspace One Additional Storage

3 Service Term ☐ 12 months ☐ 24 months ☒ 36 months

4 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.

5 ☒ Yes, I am the primary administrator of this service.

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

7 Continue Cancel

# Select Bundle - WSO Managed Hosting New Service

①

Join

②

Train

③

Test

④

Commit

⑤

Environment  
Setup

⑥

Order

⑦

Report

⑧

Invoice

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

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## Support

Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### Selecting Workspace ONE Managed Hosting Suite

Now you will see the “Select Product” page. The first step is to choose the right Workspace ONE Managed Hosting bundle to purchase.

1. Select the Workspace ONE Managed Hosting Management Suite you wish to purchase. Currently the **Standard, Advanced, Enterprise, Enterprise for VDI and Express** editions are available through the MSP program. Read the description to select the correct bundle.
2. Next select if you need the bundle in **Per Device** (green box in the graphic) or **Per User** (blue box) license type. Read the description to select the correct type.
3. Input the quantity you want to purchase for each suite. **Please note that for every new order or SID for Managed Hosting, there is a minimum of 3000 devices for at least one suite that must be ordered.** This requirement only applies to new orders, not to add-ons.
4. On the Billing Type, you can choose between billed on a **prepaid, monthly** or **annual basis**.
5. The Billing Rate will show the cost per license per the billing method for each suite.
6. The Extended cost will show the total cost per suite based on the total number of devices you ordered.
7. And the top you will see the Service Cost, which will reflect your total cost per month.
8. If you are not planning to order any add-on features, you are ready to review the order in the next page. Click on “Review Order” at the bottom on the page.

However, if you are planning to order add-on features to the bundle, go the next page on this manual on instructions on how to select them

my vmware® Products Accounts Support

### Purchase a Subscription Service

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

Service Type: AirWatch or Workspace ONE  
Service Term: 36 months  
Cloud Type: Workspace One Managed Hosting  
Currency: U.S.Dollar

Monthly Cost (MSRP)  
\$14,340.00 / month

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware Workspace ONE Standard - Production Support-DEVICE</b>				
VMware Workspace ONE Standard - Managed Hosting - SaaS Production Support - 1 device - Subscription Workspace ONE Standard (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains standard (shared) hosting. Initial purchase requires VMware	0	Prepaid	\$151.33 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Workspace ONE Standard - Production Support-USER</b>				
VMware Workspace ONE Standard - Managed Hosting - SaaS Production Support - 1 user - Subscription Workspace ONE Standard (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains standard (shared) hosting. Initial purchase requires VMware	0	Prepaid	\$270.02 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Workspace ONE Advanced - Production Support-DEVICE</b>				
VMware Workspace ONE Advanced - Managed Hosting - SaaS Production Support - 1 device - Subscription Workspace ONE Advanced (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains standard (shared) hosting. Initial purchase requires VMware	0	Prepaid	\$222.03 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Workspace ONE Advanced - Production Support-USER</b>				
VMware Workspace ONE Advanced - Managed Hosting - SaaS Production Support - 1 user - Subscription Workspace ONE Advanced (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains standard (shared) hosting. Initial purchase requires VMware	0	Prepaid	\$408.70 for 36 Month(s)	\$0.00 for 36 Month(s)

Back Review Order Cancel



# Select Add-Ons - WSO Managed Hosting New Service

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

## Selecting Add-On Features to the Workspace ONE Bundle

If you would like to purchase add-on features to the core bundle, you can select them in the same "Select Products" page. Please note that in order **to purchase add-ons, you must have at least an accompanying core bundle to make it work.**

1. Select the **add-on feature** you wish to purchase from the list in the "Select Products" page. For a list of complete add-ons, please refer to this [section](#).
2. Next select if you need in **Per Device** (green box) or **Per User** (blue box) license type. Read the description to select the correct type.
3. Input the quantity you want to purchase for each suite. **Please note that for every new order or SID, there is a minimum of quantity 25 for every add-on feature that you need to order.** This requirement only applies to new orders, not to add-ons. **If you purchase VMware Content Locker as an a-la-carte feature without a Workspace ONE Bundle, then there is a minimum of quantity 3000 that must be purchased for this service.**
4. On the Billing Type, you can choose between billed on a **prepaid, monthly** or **annual** basis. Make sure it **matches the terms of the core bundle**.
5. The Billing Rate will show the cost per license per the billing method for each suite.
6. The Extended cost will show the total cost per suite based on the total number of devices you ordered.
7. You will see the Service Cost, which will reflect your total cost per month.
8. You have now configured your Workspace ONE core bundle and add-ons. You can review the order by clicking on "Review Order".

my vmware

Products Accounts Support

### Purchase a Subscription Service

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

Service Type: AirWatch or Workspace ONE  
Service Term: 36 months  
Cloud Type: Workspace One Managed Hosting  
Currency: U.S. Dollar

Monthly Cost (MSRP): \$14,581.00 / month

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware AirWatch Advanced Remote Management - Production Support/Subscription-DEVICE</b>				
VMware AirWatch Advanced Remote Management Add On - Managed Hosting - Per Device - SaaS Production Support - Subscription	0	Prepaid	\$17.41 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware AirWatch Advanced Remote Management - Production Support/Subscription-USER</b>				
VMware AirWatch Advanced Remote Management Add On - Managed Hosting - Per User - SaaS Production Support - Subscription	0	Prepaid	\$31.33 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Boxer - Production Support-DEVICE</b>				
VMware Boxer Add On - Managed Hosting - Per Device - SaaS Production Support - Subscription	0	Prepaid	\$38.07 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Boxer - Production Support-USER</b>				
VMware Boxer Add On - Managed Hosting - Per User - SaaS Production Support - Subscription	0	Prepaid	\$76.14 for 36 Month(s)	\$0.00 for 36 Month(s)
<b>VMware Browser - Production Support-DEVICE</b>				
VMware Browser Add On - Managed Hosting - Per Device - SaaS Production Support - Subscription	0	Prepaid	\$67.98 for 36 Month(s)	\$0.00 for 36 Month(s)

Back Review Order Cancel



# Review Order - WSO Managed Hosting New Service

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### 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 billing across all services, with applicable partner discounts.

1. Review the service configuration..
2. Review the products, quantity and billing type 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

Products Accounts Support

### Purchase a Subscription Service

1 CONFIGURE SERVICE 2 SELECT PRODUCTS 3 REVIEW & SUBMIT COMPLETE

Review Core Service configuration.

1

Service Type AirWatch or Workspace ONE  
Service Term 36 months  
Cloud Type Workspace One Managed Hosting  
Currency U.S.Dollar

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware Workspace ONE Standard - Production Support-DEVICE</b>				
VMware Workspace ONE Standard - Managed Hosting - SaaS	3000	Monthly	\$4.78 / month	\$14,340.00 / month
Production Support - 1 device - Subscription	edit	edit		
Workspace ONE Standard (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains				

3

Due Now \$14,340.00  
First Month Cost \$14,340.00  
This Service Monthly Cost \$14,340.00 / month  
Total Order Commitment \$516,240.00

4

All orders are final. Once submitted, your order cannot be cancelled.  
☒ I agree to the Terms & Conditions

5

Click to add end customer information

Back Submit Cancel



# Customer Details - WSO Managed Hosting New Service

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

## 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.** This will allow you to associate a purchase and it's SID number with an actual customer name.

Additionally, it ensures that VMware sales compensation occurs, aligning our field team to sell with you, the Managed Service Provider partner.

**As such, entering the End Customer details is a mandatory step that partners must complete as prior to order submission. We sincerely appreciate your understanding and support in this critical step of the ordering workflow.**

Click to add end customer information

\*Required Field

\*Customer Name

Customer

\*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



# Confirmation - WSO Managed Hosting New Service

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Support



Workspace ONE Managed Hosting    New Service (New SID)    Add-On for Existing Service (SID)

## 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

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](#).

# Place Order - WSO Managed Hosting Add-on

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### Adding Managed Hosting Licenses to an Existing Customer or SID#

Now let's take a look at how you can order additional Managed Hosting services to an existing customer or SID#. **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 MSP Portal (MyVMware). No new customer organizations or add-ons should be placed within the Workspace ONE Console as this may cause accounts to be set up incorrectly. Any customer organizations or add-ons created through the Workspace ONE 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:

1. Go to MyVMware's Configurator's tool for your account.
2. Click on the Add-On Service Menu.
3. Select "AirWatch or Workspace ONE" to continue.

The screenshot shows the VMware Configurator interface. At the top, there's a navigation bar with 'English', 'VMware.com', 'Store', 'Inner Circle', and 'Communities'. Below that, the 'my vmware' logo is on the left, and 'Products', 'Accounts', and 'Support' are on the right. The main heading is '1 Configurator'. A sub-header states: 'The Configurator helps accurately select items for new and add-on Subscription Service transaction.'

There are four main service options displayed in a grid:

- New Service**: Sign up for a new Subscription Service. Button: 'Select to Start'.
- Add-on Service**: Configure additional capacity or support for an existing Subscription Services. Button: 'Select to Start'. A yellow circle '2' is next to this option. A dropdown menu is open, showing 'AirWatch or Workspace ONE' (marked with a yellow circle '3'), 'VMware Horizon Cloud or Air', and 'VMware vCloud Air'.
- Renewal Service**: Configure the renewal of an existing Subscription Services. Button: 'Select to Start'.
- Upgrade Service**: Configure the upgrade of an existing Subscription Service. Button: 'Select to Start'.

# Select Existing Service - WSO Managed Hosting Add-on

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### Select the Existing Service to add the Licenses to

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 (SID#), Service Type, Region, Term End Date and Remaining Term.

1. Choose the SID# (customer) that 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.

my vmware

Purchase Add-ons

1 SELECT AN EXISTING SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT ✓ 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	
M419988905	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	
SKU	Component	Order Type	Billing Type	Remaining Term	Quantity
WSD-ASSDP-12MT0-C1S	US Data Center - Standard Includes Workspace ONE Standard (Includes AirWatch). Minimum Initial purchase of 25 devices. Technical Support, 24 Hour Sev 1 Support -- 7 days a week.	Primary	Monthly	11 Months & 20 Days	270
M692188720	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	
M428830140	AirWatch or Workspace ONE	All	2018-07-18	11 Months & 20 Days	



# Configure - WSO Managed Hosting Add-on

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

## Configure Additional Quantity and Features

You will now be taken to the page where you can select which add-on services you wish to choose. **You may add Workspace ONE Managed Hosted bundles or add-on features to the original core order.** All of these options can be selected in this “Add Additional Capacity” page.

Important – please ensure that you **only select Managed Hosting Workspace ONE bundles and/or add-on features** (see blue box in the graphic). You cannot mix Managed Hosting SKU's with an existing Shared service.

1. In this page, you will see the service ID (SID#) that you are trying to add to.
2. Next, select the add-on services whether it be additional Workspace ONE bundles or add-on features. Make sure you read the description for whether it is a **per device** or **per user** license.
3. Input the quantity you wish to order for the add-on.
4. Select the Billing type for this add-on – prepaid, monthly or annual. **Make sure it matches the same term as the original core.**
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 satisfied with the add-on order, click on the “Review Order” button at the bottom of the page.

my vmware

Products Accounts Support

### Purchase Add-ons

1 ADD ADDITIONAL CAPACITY 2 REVIEW & SUBMIT 3 COMPLETE

Configure add-on service to the selected service.

5 **Recurring Cost of New Add-ons**  
Select Add-ons below

Products	Quantity	Billing Type	Billing Rate	Billing Term	Prorated Extended Cost
<b>VMware Workspace ONE Advanced - Production Support-DEVICE</b>					
VMware Workspace ONE Advanced Managed Hosting - 1 device - Subscription	0	Monthly	\$9.81 / month		\$0.00 / month
Workspace ONE Advanced (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains					
<b>VMware Workspace ONE Advanced - Production Support-USER</b>					
VMware Workspace ONE Advanced Managed Hosting - 1 user - Subscription	0	Monthly	\$18.05 / month		\$0.00 / month
Workspace ONE Advanced (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains					
<b>VMware Workspace ONE Standard - Production Support-DEVICE</b>					
VMware Workspace ONE Standard Managed Hosting - 1 device - Subscription	0	Monthly	\$6.69 / month		\$0.00 / month
Workspace ONE Standard (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains					
<b>VMware Workspace ONE Standard - Production Support-USER</b>					
VMware Workspace ONE Standard Managed Hosting - 1 user - Subscription	0	Monthly	\$11.93 / month		\$0.00 / month
Workspace ONE Standard (Includes AirWatch). Includes managed hosting for AirWatch portion only. IDM remains					
<b>VMware Boxer - Production Support-USER</b>					
VMware Boxer Add On Managed Hosting - Per User - SaaS Production Support - Subscription	0	Monthly	\$3.37 / month		\$0.00 / month
Secure and manage corporate email through the AirWatch Email Client. Available for Android and Apple iOS. Initial					

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# Review and Submit - WSO Managed Hosting Add-on

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

### 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 (SID#), 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. You will also be able to see the customer name that this Service is being added for.
7. When you have completed with the review and you are ready to place the order, click on the "Submit" button.

my vmware

Products Accounts Support

### Purchase Add-ons

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

1 Service ID M419988905  
Service Type AirWatch or Workspace ONE

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Billing Term	Prorated Extended Cost
VMware Workspace ONE Standard	10	Monthly	\$3.67 / month	22 Day(s)	\$26.05

2 VMware Workspace ONE Standard - Shared Cloud - SaaS Production Support - 1 device - US - Subscription

3

4

Hide calculations

Due Now \$26.05  
Monthly Cost \$26.05

This Service Monthly Cost \$1,027.60 / month

Total Order Commitment \$429.75

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.

5 ☒ I agree to the Terms & Conditions

6 Customer Name Northern Lights  
Country United States  
Zip or postal code 95380-9537

7

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# Confirmation - WSO Managed Hosting Add-on

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Workspace ONE Managed Hosting

New Service (New SID)

Add-On for Existing Service (SID)

## 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 Workspace ONE Console as well.

my vmware® Products Accounts Support

## Purchase Add-ons

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

You will receive an order confirmation via email.

Your reference ID is 15286 **1**

[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.

# Place Order – UAT Environment

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## Workspace ONE Dedicated UAT Environment

### Ordering a Workspace ONE UAT Environment

Dedicated User Acceptance Testing (UAT) environments are available and orderable through the Cloud Provider Portal (MyVMware). These environments are ideally used for:

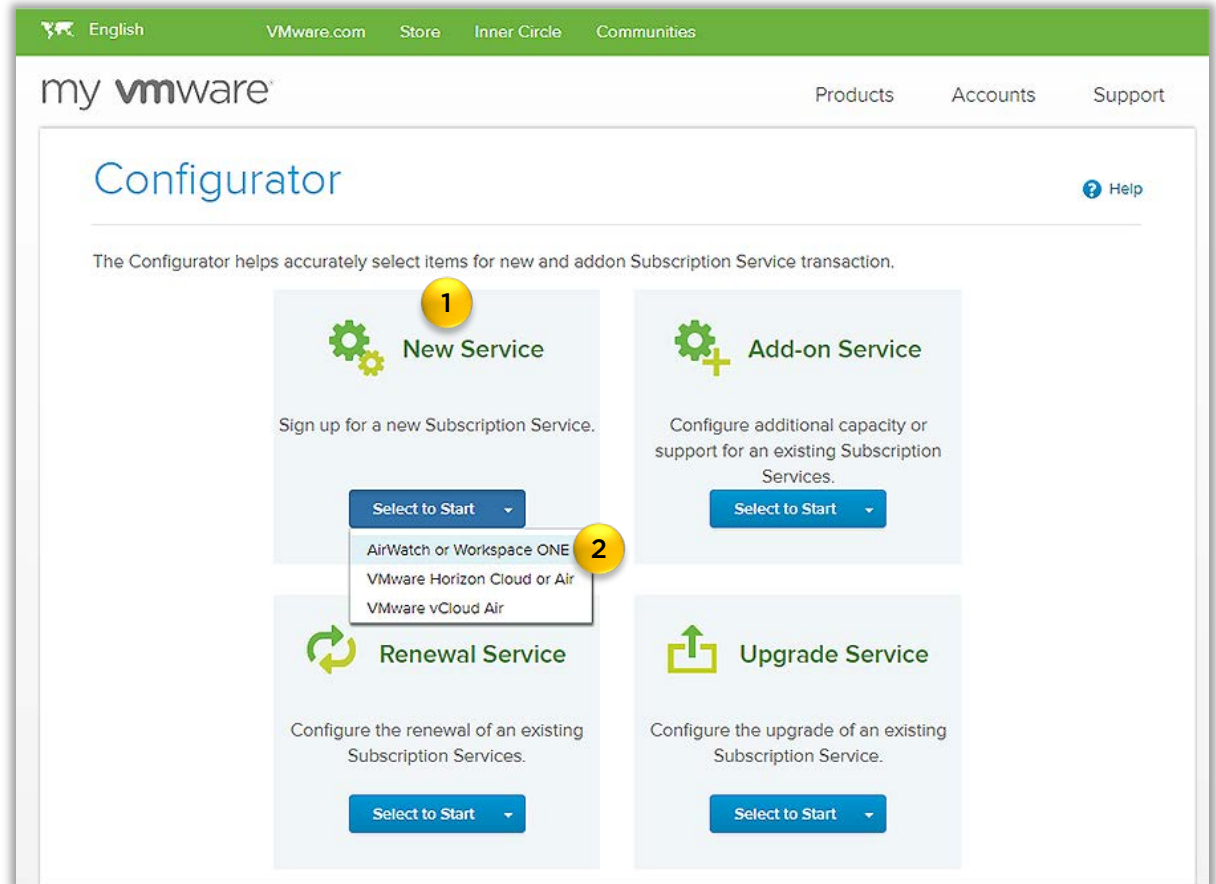
- Testing of the critical customer end-user workflows ahead of a new version upgrade
- Creation and testing of new end-user workflows before deployment into production environment
- Testing new application functionality and application code fixes ahead of a new version upgrade
- Updating customer end-user documentation ahead of a new version upgrade
- UAT environments are not intended to support any load or penetration testing

**UAT Environments can either be Shared or Dedicated.** A number of licenses are provided with the creation of the UAT environment. You do not order Production SKU's through MyVMware portal to be hosted in an UAT environment

Additionally, Partners are required to complete the [Dedicated Environment Setup Form](#) and submit to their account team or to the MSP Operations team.

**Important – All workloads created in an UAT environment are not transferrable to a Production environment.**

1. To order an UAT Environment, go to “New Service” and click on “Select to Start.”
2. Select the “AirWatch or Workspace ONE Cloud” option.



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# Configure Order – UAT Environment

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### Workspace ONE Dedicated UAT Environment

#### Configuring a Workspace ONE UAT Environment

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

1. Select “**All**” for Region.
2. Under Cloud Type, you can choose between “**Workspace ONE Managed Hosting UAT**” (for a Dedicated-Dedicated UAT environment) or “**Workspace ONE Share Hosting UAT**” (for a Dedicated-Shared UAT environment).
3. Under Service Term, select the **term length** for the UAT environment. Please note that UAT environments do not automatically renew upon the expiration of the term subscription.
4. 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.

5. If the person placing the order is the primary administrator, click on the “Yes, I am the primary administrator of this service” button.
6. If the person who should receive the login to the Workspace ONE 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.
7. Click on “Continue” when finished.



# Select Products – UAT Environment

①

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②

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③

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### Workspace ONE Dedicated UAT Environment

#### Selecting the UAT Environment Setup

Now you will see the “Select Product” page, where you will purchase the UAT Environment.

UAT Environments carry an **annual US\$ 10,250 fee**, which can be paid either as a prepaid one-time fee or in monthly installments.

**Important** – UAT Environment Setup Fees are **non-discountable** through you Mobility commit discount. You will be billed the full MSRP price for this service.

Follow these steps on how to the UAT environment:

1. Select the Workspace ONE Managed Hosting UAT Environment Fee.
2. **The quantity you need to enter for the UAT Environment must always be “1” (one).** If you need to order multiple UAT environments, a separate order for a “New Service” needs to be created. Multiple UAT environments cannot be purchased on the same order.
3. Choose the billing type option – **prepaid or monthly**.
4. You will the billing rate per period, depending on the billing type that you selected
5. After you have completed your configuration, press on the “Preview Order” button to continue.

my vmware

Purchase a Subscription Service

Account Name : 765744609-Rogers Communicati... ? Help

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

Service Type	AirWatch or Workspace ONE
Service Term	12 months
Cloud Type	Workspace One Managed Hosting UAT
Currency	U.S.Dollar

Monthly Cost (MSRP)  
\$854.17 / month

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>VMware Workspace ONE Mgd Hosting UAT Env - AirWatch Sub Licenses - One Time Setup Fee / Env-DEVICE</b>				
VMware AirWatch Cloud - Managed Hosting UAT Environment, Fee / Environment - Subscription	1	Monthly	\$854.17 / month	\$854.17 / month
AirWatch Cloud - Managed Hosting UAT Environment, Annual Fee / Environment.		Prepaid Monthly		

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# Review and Submit – UAT Environment

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### Workspace ONE Dedicated UAT Environment

#### 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 billing across all services, with applicable partner discounts.

1. Review the product(s) you selected.
2. Review the quantity for each product.  
**Important:** the quantity for the UAT product must equal to “1” (one).
3. Click on the agreement on the Terms and Conditions.
4. **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

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

Review Core Service configuration.

Service Type	AirWatch or Workspace ONE
Service Term	12 months
Cloud Type	Workspace One UAT
Currency	U.S. Dollar

Products	Quantity	Billing Type	Billing Rate	Extended Cost
VMware Workspace ONE Mgd Hosting UAT Env - AirWatch Sub Licenses - One Time Setup Fee / Env-DEVICE				
VMware AirWatch Cloud - Managed Hosting UAT Environment, Fee / Environment - Subscription	1	Prepaid	\$10,250.00 for 12 Month(s)	\$10,250.00 for 12 Month(s)
AirWatch Cloud - Managed Hosting UAT Environment, Annual Fee / Environment.				

Due Now ① \$10,250.00  
Prepaid Cost \$10,250.00  
Total Order Commitment ② \$10,250.00

③ All orders are final. Once submitted, your order cannot be cancelled.  
☒ I agree to the Terms & Conditions

④ Click to add end customer information

Back Submit Cancel

## Program Overview

## Product Offerings

## Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

## Support



### Workspace ONE Dedicated UAT Environment

#### 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.**

This will allow you to associate a purchase and it's SID number with an actual customer name.

Additionally, it ensures that VMware sales compensation occurs, aligning our field team to sell with you, the Managed Service Provider partner.

**As such, entering the End Customer details is a mandatory step that partners must complete as prior to order submission. We sincerely appreciate your understanding and support in this critical step of the ordering workflow.**

Click to add end customer information

\*Required Field

\*Customer Name  1

\*Country

\*Zip or postal code

Address 1

Address 2

Address 3

City

County

State/Province

Unique Identifier for End Customer

Cancel

2

Submit Cancel



# Purchase Confirmation – UAT Environment

①

Join

②

Train

③

Test

④

Commit

⑤

Environment  
Setup

⑥

Order

⑦

Report

⑧

Invoice

## Workspace ONE Dedicated UAT Environment

### 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 Workspace ONE Console as well.

The screenshot shows the 'my vmware' interface with a 'Purchase Add-ons' page. The page has a navigation bar with 'Products', 'Accounts', and 'Support'. Below the title, there's a progress bar with four steps: '1 SELECT AN EXISTING SERVICE', '2 ADD ADDITIONAL CAPACITY', '3 REVIEW & SUBMIT', and 'COMPLETE' (marked with a blue checkmark). The main content area states: 'You will receive an order confirmation via email.' followed by 'Your reference ID is 15286' and a yellow circle with the number '1'. Below this is a link: 'Back to Service M841202368'. On the right side, there's a section titled 'Manage your Service' with a green underline, containing text about viewing billing details and managing payment methods.

**Program Overview****Product Offerings****Business Process**

End-to-end Flow

Join the MSP Program

Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment Setup

Order Mobility Services

WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

Submit Monthly Reports

Invoice and Billing

**Support**

# Place Order – Additional Storage

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Workspace ONE Additional Storage

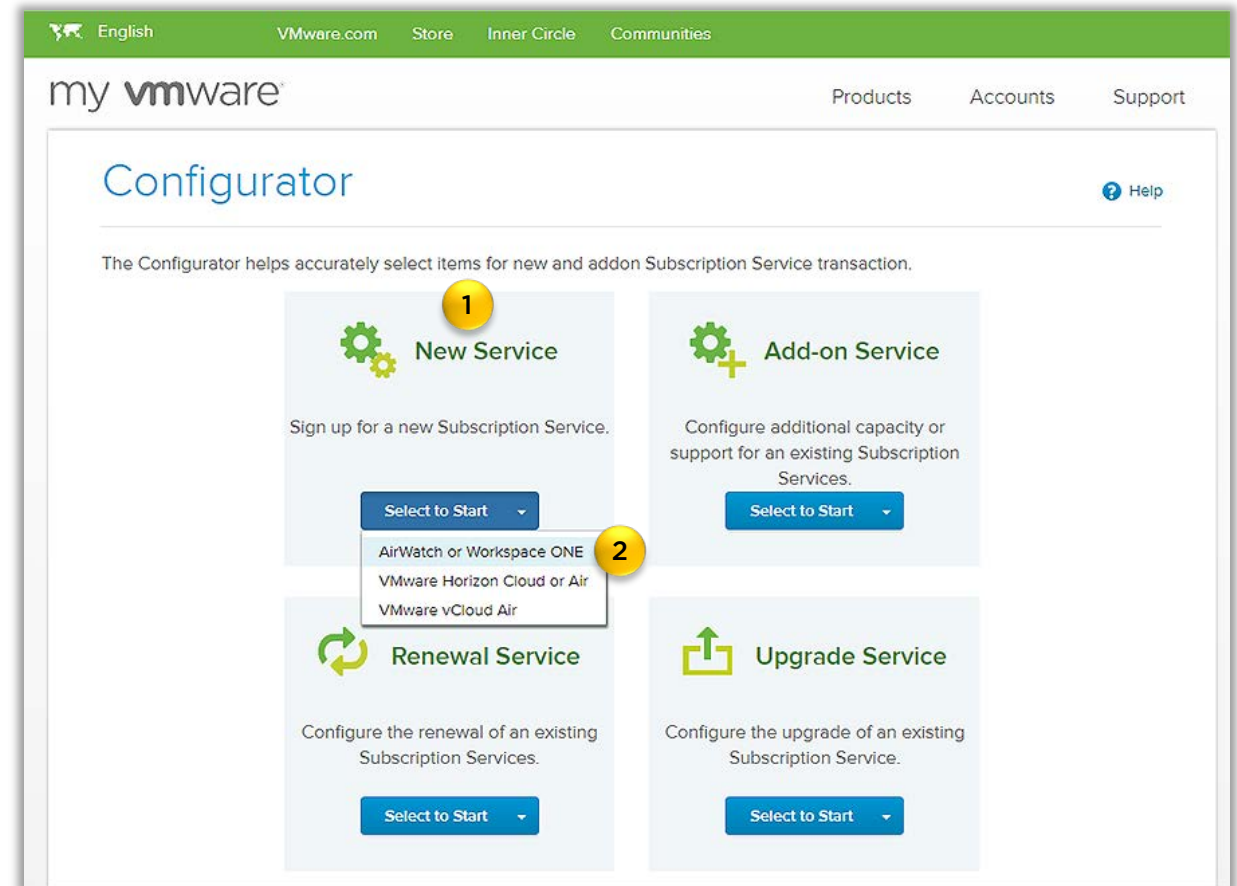
### Ordering Workspace ONE Additional Storage

You can purchase Additional Storage to compliment your Workspace ONE service. Extra storage is available in increments of **25GB** and sold as **annual (12-month) subscriptions**. This service will renew itself for another year at the end of the subscription term unless you make changes to cancel it.

There is no minimum or maximum requirement of Additional Storage that you may order, so please purchase as needed for your service.

To order this service, follow the steps below.

1. Got to “New Service” and click on “Select to Start” to see your list of available services, which are based on your commit contract type.
2. Select the “AirWatch or Workspace ONE” 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.





# Configure Service – Additional Storage

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Workspace ONE Additional Storage

### Configuring an Order for Additional Storage

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

1. Select “All” for Region
2. For Cloud Type, choose “**Workspace ONE Additional Storage**”.
3. Additional Storage is available as a **12-month subscription**, so this will be automatically selected in the configurator.
4. 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.

5. If the person placing the order is the primary administrator, click on the “Yes, I am the primary administrator of this service” button.
6. If the person who should receive the login to the Workspace ONE 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.
7. Click on “Continue” when finished.

my vmware

Purchase a Subscription Service

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

All fields are required

Service: AirWatch or Workspace ONE

1 Region: ☒ All

2 Cloud Type: ☐ Workspace One Managed Hosting ☐ Workspace ONE Shared ☐ Workspace One UAT ☒ Workspace One Additional Storage

3 Service Term: ☒ 12 months

4 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.

5 ☒ Yes, I am the primary administrator of this service.

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

7 Continue Cancel

# Select Product – Additional Storage

①

Join

②

Train

③

Test

④

Commit

⑤

Environment  
Setup

⑥

Order

⑦

Report

⑧

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WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

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Support

## Workspace ONE Additional Storage

### Selecting the Quantity for Additional Storage

Now you will see the “Select Product” page, where you will choose the quantity of extra storage that you need.

1. Input the quantity you want to purchase for Additional Storage. Each unit represents 25GB of subscription for 12 months.
2. This service is only available as a “Prepaid” for 12-months, so this automatically populated. Please remember that the service will automatically renew at the end of every year unless you choose to cancel prior to renewal date.
3. The Billing Rate will show the cost per Additional Storage.
4. The Extended cost will show the total cost based on the total number of extra storage you ordered.
5. And the top you will see the Service Cost, which will reflect your total cost per month.
6. After you have completed your configuration, press on the “Preview Order” button to continue.

English VMware.com Store Inner Circle Communities

my vmware® Products Accounts Support

## Purchase a Subscription Service

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

<b>Service Type</b>	AirWatch or Workspace ONE	<b>5</b> <b>Prepaid Cost (MSRP)</b> <b>\$2,575.00</b>
<b>Service Term</b>	12 months	
<b>Cloud Type</b>	Workspace One Additional Storage	
<b>Currency</b>	U.S.Dollar	

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>Additional Storage - Subscription - Annual Fee / Company-STORAGE</b>				
Additional Storage of 25GB per Company for AirWatch by VMware Mobile Content Subscription, Annual Fee / Company - Subscription	5	Prepaid	\$515.00 for 12 Month(s)	\$2,575.00 for 12 Month(s)
Additional Storage of 25GB per Company for AirWatch Mobile Content, Fee / Company HS-CS-ANN				

Back Review Order Cancel

# Review and Submit Order – Additional Storage

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

## Workspace ONE Additional Storage

### 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 billing 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

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

Review Core Service configuration.

Service Type	AirWatch or Workspace ONE
Service Term	12 months
Cloud Type	Workspace One Additional Storage
Currency	U.S.Dollar

Products	Quantity	Billing Type	Billing Rate	Extended Cost
<b>Additional Storage - Subscription - Annual Fee / Company-STORAGE</b>				
Additional Storage of 25GB per Company for AirWatch by VMware Mobile Content Subscription, Annual Fee / Company - Subscription	1 edit	Prepaid	\$515.00 for 12 Month(s)	\$515.00 for 12 Month(s)
Additional Storage of 25GB per Company for AirWatch Mobile Content, Fee / Company HS-CS-ANN				

Due Now \$515.00  
Prepaid Cost \$515.00  
**Total Order Commitment \$515.00**

All orders are final. Once submitted, your order cannot be cancelled.  
☒ I agree to the Terms & Conditions

Click to add end customer information

Back Submit Cancel

# Enter Customer Data – Additional Storage

1

Join

2

Train

3

Test

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Commit

5

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Setup

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WSO Shared

WSO Managed Hosting

WSO UAT Environment

WSO Additional Storage

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Support

## Workspace ONE Additional Storage

### 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.**

This will allow you to associate a purchase and it's SID number with an actual customer name.

Additionally, it ensures that VMware sales compensation occurs, aligning our field team to sell with you, the Managed Service Provider partner.

**As such, entering the End Customer details is a mandatory step that partners must complete as prior to order submission. We sincerely appreciate your understanding and support in this critical step of the ordering workflow.**

Click to add end customer information

**\*Required Field**

\*Customer Name  1

\*Country

\*Zip or postal code

Address 1

Address 2

Address 3

City

County

State/Province

Unique Identifier for End Customer

Cancel

2

Submit Cancel



# Purchase Confirmation – Additional Storage

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 Setup
- Order Mobility Services
  - WSO Shared
  - WSO Managed Hosting
  - WSO UAT Environment
  - WSO Additional Storage

- Submit Monthly Reports
- Invoice and Billing

Support



## Workspace ONE Additional Storage

### 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

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](#).



# Complete Monthly Reporting

1

Join

2

Train

3

Test

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Commit

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Setup

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## Program Overview

## Product Offerings

## Business Process

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Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment is  
Setup

Order Mobility Services

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## Support

### Complete Monthly Reporting Requirements

Once a month, partners need to complete end user reporting inside the VMware Cloud Provider Program 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 10<sup>th</sup> of Every Month** – Records of consumption of MSP cloud services for the month will be visible to partners on the 10<sup>th</sup> day of the following month. Example: records for consumption in May will be available to the partner starting June 10<sup>th</sup>. It is at this time that partners must access the Cloud Provider Business Portal to view their usage for the previous month and start completing pending reports.
- **Submit Report by the 15<sup>th</sup> of Every Month** – Pending reports need to be completed and submitted to your Aggregator by the 15<sup>th</sup> of every month.

To complete your end user reporting, log in to the **VMware Cloud Provider Program Business Portal**, using your **VMware-issued credentials**.



**ACCESS  
PORTAL**

Click [here](#) to access the VMware Cloud Provider Program Business Portal or go to the link below:

<https://vmware.iasset.com>

# View Pending End User Reports

1

Join

2

Train

3

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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.

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 Comr
	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	

# Review MSP Usage

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Invoice and Billing

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1

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2

Train

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Test

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## End user Reporting Wizard

1. This brings you to the end user reporting wizard. Here you can see Service ID level information, such as which SKUs were ordered for a given order. You can see the start and end dates, MSRP amounts and quantity ordered for these services.
2. Just above the SID details, you can see MSP program commitment contract information, including the commit amount, your prior month's usage, the current month's consumption, any overage charges and your total amount to be invoiced.
3. After reviewing your service information, populate the purchase order number to be used with your aggregator.
4. Click on the "Next" button.

Contract Collection Details

**1** AIRWATCH Usage **2** AIRWATCH End User Usage **3** Summary

Contract No.	12422782	Status *	Pending SP	Billing Order	USD \$	AGG Buy Price	AGG Sell Price
Contract SKU	VCAN-MBL-LV1-C	Collection Period	Sep / 2016	Sub-Status	<- Select ->	Min Commit	\$450.00
Contract Desc	VCAN-MBL-LV1-C	Region	AMER	Notes		Overage	\$0.00
Aggregator	VMW Test Aggregator	SP PO# *	12345ABC <b>3</b>			Total	\$450.00
Agg Contact	Test Agg						\$450.00
Service Provider	VMW Test Service Provider Premier - AMER						
SP Contact	SmokeTest SP2						

Usage Report Notes Versions History Usage History **4**

Reporting Sku	Reporting Description	Min Commit	Prior Month Usage	Utilised	Min Unit	Unit	Overage Sku	Overage	PPU	Total
VCAN-MBL-MBO-LV1-C	VCAN-MBL-MBO-LV1-C	\$500.00		\$112.50		\$	VCAN-MBL-OV-LV1-C	\$0.00		\$500.00

Usage Data

SID	SKU	Description	Start Date	End Date	Unit MSRP	Qty	Extended Price
M841202368							
ASD-AGMSO-12MT0-C1S AirWatch by VMware Green Management Suite - Shared Cloud - Per Device - Data Center location selected post purchase - Subscription - 12 Monthly Payments			9/1/2016	9/30/2016	\$4.50	25.00	\$112.50

# Review End User Information

①

Join

②

Train

③

Test

④

Commit

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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

1

Join

2

Train

3

Test

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Setup

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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

Prev

Commit



# View Updated Report Queue

①

Join

②

Train

③

Test

④

Commit

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Environment  
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Setup

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Support

## 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..

The screenshot displays the VMware vCloud Air Network Program Business Portal. The top navigation bar includes links for Dashboard, Contracts, Deal Referral, Monthly Reporting, Reports, System Admin, and Help. The 'Reports' tab is selected, indicated by a yellow circle with the number 2. Below the navigation bar, the 'Monthly Reporting' section is active, showing a search filter for 'Pending SP'. The main content area displays a table with columns: Edit, Aggregator, SP PO#, Contract No, Contract Type, Usage Period, Due Date, SP Commit, Collected Point, Billing Point, Revenue Point, My Buy Base, My Buy Overag, My Buy Total, and Var. The table is currently empty, with the message 'No data to display' and a yellow circle with the number 1. The footer of the table shows 'Page 1 of 0 (0 items)'.

# MSP Billing from Aggregators

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

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Order

7

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## Product Offerings

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## Support

### 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.

### Invoice

**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	Workspace ONE Standard 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	Workspace ONE Advance Management Suite - Shared Cloud - Per Device - Subscription - 12 monthly Payments	1/1/2016	1/31/2016	10	\$66.70	\$60.03	M123456789
<b>Monthly Total</b>					<b>\$201.70</b>	<b>\$181.53</b>	
<b>Overage (amount over your Monthly Commit)</b>					<b>\$0.00</b>	<b>\$0.00</b>	
<b>Minimum Monthly MSRP Spend</b>					<b>\$500.00</b>		
<b>Your total invoice for this period (please pay this amount):</b>						<b>\$450.00</b>	

# Invoicing for Monthly Consumption

1

Join

2

Train

3

Test

4

Commit

5

Environment  
Setup

6

Order

7

Report

8

Invoice

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Get Trained on Mobility

Test the Service

Commit to a MSP Spend

Partner Environment is  
Setup

Order Mobility Services

Submit Monthly Reports

Invoice and Billing

### 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	Workspace ONE Standard 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
		<b>TOTAL INVOICED</b>	<b>\$810</b>		-

2

	Date	Description	Monthly MSRP Amount	Partner Buy Base (after discount)	Billing SKU
Ordered Services	1/1/2016	Workspace ONE Standard 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
		<b>TOTAL INVOICED</b>	<b>\$450</b>		-



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# Mobility MSP Support

# Mobility MSP Support Model

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### 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 VMware Cloud Provider MSP Operations team at [vcan-operations@vmware.com](mailto:vcan-operations@vmware.com).**

These may include questions regarding the 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.

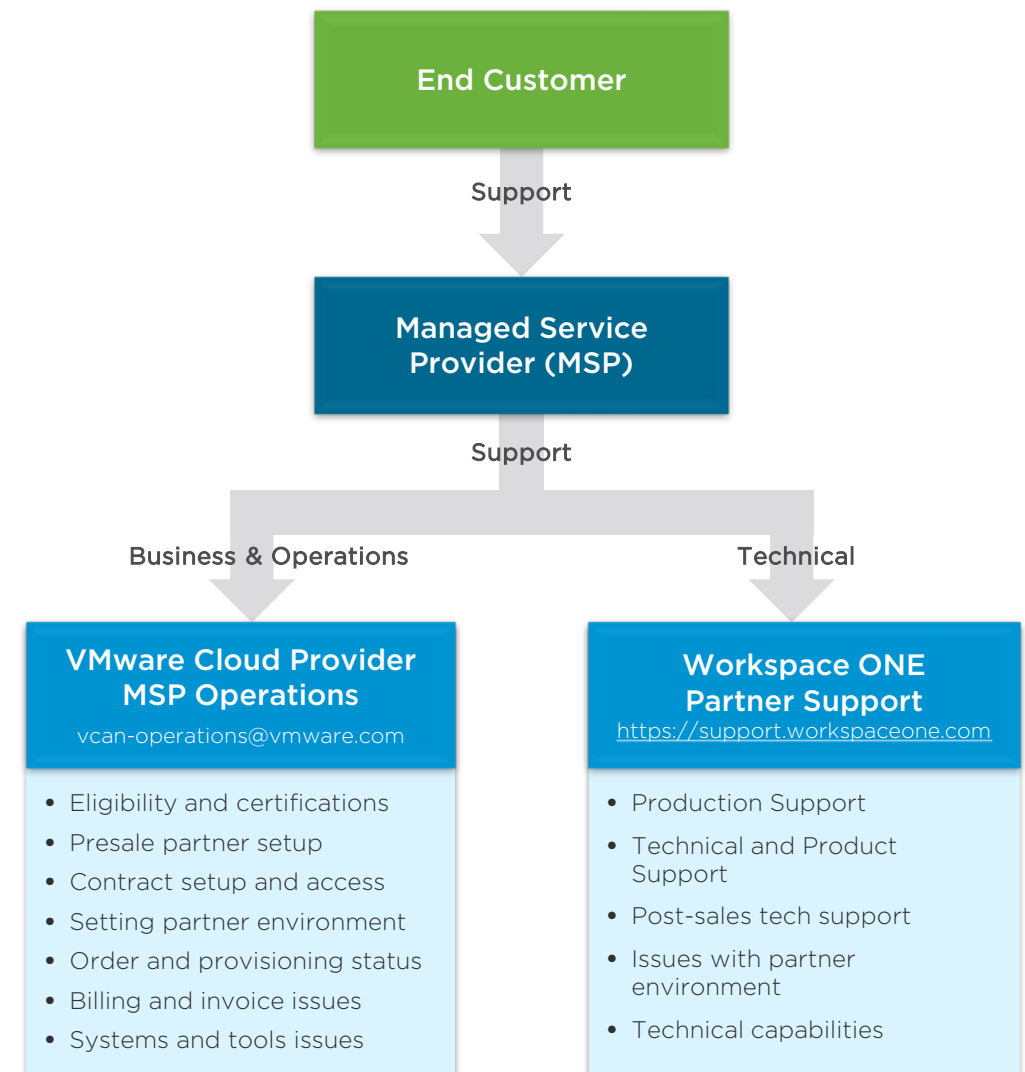
### Technical Support

For technical support, please contact the VMware Workspace ONE Partner Support team by opening a case through <https://support.workspaceone.com>.

**All of the Workspace ONE Suites offered through the Mobility MSP program include Production Technical Support.**

### Partner Setup Support

For any issues regarding your Partner entitlement with VMware, please contact VMware's Partner Network at [partnernetwork@vmware.com](mailto:partnernetwork@vmware.com) or by phone at 1-866-501-7705 or 1-404-478-7500.





# Production Technical Support

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### Workspace ONE Production Support Overview

**All of the Workspace ONE Suites offered through the 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 VMware Cloud Provider Program portal. Partners must have a minimum of 2 and a maximum of 6 Partner technical contacts responsible for Workspace ONE support issues.

If a support request is deemed to be a professional service request, the request will be closed and VMware Cloud Provider administrators will be guided to their CAM or Partner Operations for professional support purchases. Workspace ONE 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@vmware.com](mailto:partneroperations@vmware.com).

FEATURE	WORKSPACE ONE 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 Workspace ONE Products
Method of Access	Telephone, Web
Response Method	Telephone, Web
Response Support	Yes
Access to Workspace ONE 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)



# Support Roles and Responsibilities

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### 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.

<b>Partner Support Responsibilities</b>	<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>
<b>VMware Support Responsibilities</b>	<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>
<b>Escalation Process</b>	<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 <a href="http://www.air-watch.com/downloads/AW-Production-Datasheet.pdf">http://www.air-watch.com/downloads/AW-Production-Datasheet.pdf</a> 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>
<b>Partner Support Training</b>	<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>
<b>Administrators</b>	<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.</p>

# Technical Support Levels and Ownership

## Mobility MSP Support Levels

Below is the chart describing the different support level classifications for the 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
<b>Entitlement</b>	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.	<b>MSP Partner</b>
<b>Level 1</b>	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.	<b>MSP Partner</b>
<b>Level 2</b>	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.	<b>MSP Partner</b>
<b>Level 3</b>	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 MSP Partner is responsible for managing the support relationship and ongoing communication with the customer.	<b>VMware to MSP Partner</b>  <b>MSP Partner to Customer</b>
<b>Escalation Management</b>	Customer Situation/Escalation Management is the responsibility of MSP Operations.  During Level 3 support interactions, the MSP Partner is responsible for managing the support relationship and ongoing communication with the customer.	<b>MSP Partner to Customer</b>

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## MyVMware Knowledge Base (KB) Article

If you need support on MyVMware Tool, please refer to the following KB articles that will provide you guidance on questions you may have on its capabilities and functionalities.

Topic	Description	Link
Locating the Super User and Procurement Contact in MyVMware	Provides information on how to locate the Super Users and Procurement Contacts and their contact information.	<a href="#">Go to Article</a>
How to change the Super User and Procurement Contact in MyVMware	Provides information about Super Users and Procurement Contacts including information about how to find their names and email addresses and how to change the users who have these roles	<a href="#">Go to Article</a>
How to invite new users to an account in MyVMware	Provides steps to invite new users to an account in MyVMware.	<a href="#">Go to Article</a>
Viewing account users on MyVMware	Provides steps to view users associated with a MyVMware account. Note: To view the users associated with an account, you must be the Super User, Procurement Contact, or a user with View License Keys & User Permissions rights.	<a href="#">Go to Article</a>
Searching for a user in MyVMware	Provides steps to search for a user in MyVMware.	<a href="#">Go to Article</a>
Understanding user permissions in MyVMware	Provides general information about users and permissions in MyVMware.	<a href="#">Go to Article</a>
How to view user permissions in MyVMware	Provides detailed steps to view user permissions in My VMware.	<a href="#">Go to Article</a>
How to edit user permissions in MyVMware	Provides detailed information on editing user permissions in MyVMware.	<a href="#">Go to Article</a>
How to copy user permissions in MyVMware	Provides detailed steps on how to copy user permissions in MyVMware.	<a href="#">Go to Article</a>
How to request folder permissions in MyVMware	Provides steps for users on the account who need additional folder permissions in MyVMware.	<a href="#">Go to Article</a>

# Introducing the Concierge Team for Order Assistance

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### VMware Concierge Support for Order Entry

We understand configuring and ordering the correct SKU's in MyVMware for a Workspace ONE service might be cumbersome at the beginning and our partners might require assistance to ensure that they are placing their orders correctly. Towards the goal of alleviating those concerns and minimizing errors in order entry for Mobility services, VMware is introducing a **Concierge Team** to provide support to the partner with placing MSP orders.

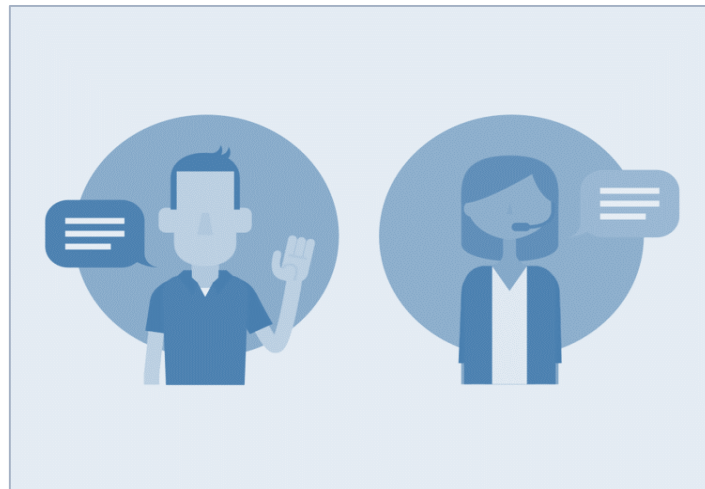
**The Concierge Team is a resource that will provide white-glove real live assistance to the partner with the configuration and purchase of a Workspace ONE in MyVMware.** Working closely with the partner at order entry time, together they will ensure that the right configuration and SKU's are selected before it is submitted through the system. This is an optional service available to the MSP partner only for Mobility orders only. The Concierge Team is available by request and by appointment only.

The Concierge Team can be engaged when the partner is ready to place the order in MyVMware. These white-glove live sessions will be conducted via teleconferencing using the partner's account. The session will be driven by the partner with the assistance and guidance of the Concierge Team.

As such, the requirements that the partner must have met before they can request support from the Concierge Team are:

- **Partner's MyVMware Account is enabled.**
- **Partner's Mobility Commit Contract is enabled.**
- **Partner's Workspace ONE Environment has been set up.**

To engage the Concierge Team to support your order entry and submission on MyVMware, please send a request to [vcan-operations@vmware.com](mailto:vcan-operations@vmware.com). Once the request has been submitted, the Concierge Team will contact you to work on the details of the engagement, including a time appropriate for both parties to meet.



#### What the Concierge Team is:

- White-glove real time live assistance to the MSP partner with order placement of a Workspace ONE order in MyVMware
- Ensures MSP partners select right SKU's and configurations before orders are submitted
- By request and appointment only
- Sessions conducted live via teleconferencing using partner's MyVMware account

#### What the Concierge Team is NOT:

- Account Managers or Product Specialists
- VCPP Program Operations
- Order Fulfillment
- Workspace ONE Cloud Operations
- Partner Enablement





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## MSP Support & Questions

- Managed Service Provider Questions  
[vcan-operations@vmware.com](mailto:vcan-operations@vmware.com)
- VMware Cloud Provider Program Questions  
[vcloudairnetwork@vmware.com](mailto:vcloudairnetwork@vmware.com)
- Program Operational Questions  
[vcan-operations@vmware.com](mailto:vcan-operations@vmware.com)

## MSP Links

- VMware Cloud Provider Program MSP Program Guide [Link](#)
- VMware Cloud Provider Program MSP Home Page [Link](#)
- VMware Cloud Provider Program Home Page [Link](#)
- VMware Cloud Provider Program MSP Datasheet [Link](#)
- VMware Cloud Provider Program MSP Video [Link](#)

## Workspace ONE Links

- Workspace ONE Website [Link](#)
- Workspace ONE Video [Link](#)
- Workspace ONE Datasheet [Link](#)
- Workspace ONE Intelligence Hub FAQ [Link](#)
- Reviewer’s Guide for Cloud-Based VMware Workspace ONE [Link](#)
- VMware Workspace ONE UEM Website [Link](#)
- VMware Workspace ONE UEM Documentation [Link](#)
- Workspace ONE Hands on Lab [Link](#)

## Workspace ONE Support Links

- Workspace ONE Knowledge Base [Link](#)
- Workspace ONE Resources for Guides, Manuals, Software Downloads, etc. [Link](#)
- Workspace ONE Support Community Forums [Link](#)
- Workspace ONE Support and Tickets [Link](#)
- Workspace ONE Resources - TechZone [Link](#)



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