



VMware Cloud Provider Program Managed Service Provider Desktop Partner Handbook

Horizon Cloud and Subscription

March 2020





- Program Overview
- Business Process
- Support

Desktop Managed Services – Partner Handbook

Program Overview.....	3	Support.....	59
VMware Cloud Provider Program (VCP).....	4	Desktop MSP Support Model.....	60
Managed Service Provider (MSP).....	6	Production Technical Support.....	62
Desktop MSP (Horizon Cloud and Subscription).....	11	MyVMware Tool Resources.....	63
 Business Process	 16		
End-to-End Business Flow.....	17		
Join the the MSP Program.....	18		
Get Trained on Desktop Products.....	19		
Commit to an MSP Spend Contract.....	20		
Order Desktop Services.....	23		
Provision Service.....	54		
Submit Monthly Reports.....	55		
Invoice and Billing.....	57		





Program Overview

VMware Cloud Provider
Program (VCP)

Managed Service Provider
(MSP)

Desktop MSP
(Horizon Services)

Business Process

Support

Program Overview



Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

VMware is your Partner in the Cloud

The VMware Cloud Provider™ Program 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.

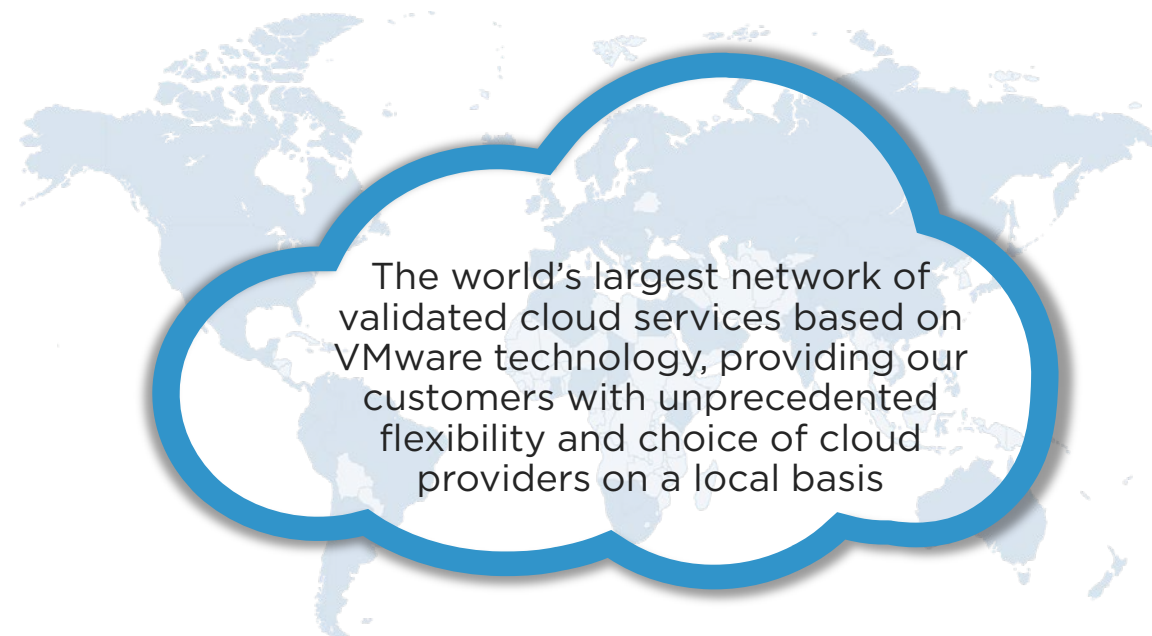
Cloud Provider Program



VMware
Cloud
Services



Cloud Partner
Ecosystem





Program Overview

VMware Cloud Provider Program (VCP®)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support



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
- 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 (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

VMware-based Cloud Services that meet your Business Needs

The VMware Cloud Provider Program (VCP) 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 VCP program, – License Rental and Managed Service Provider.

VCP License Rental

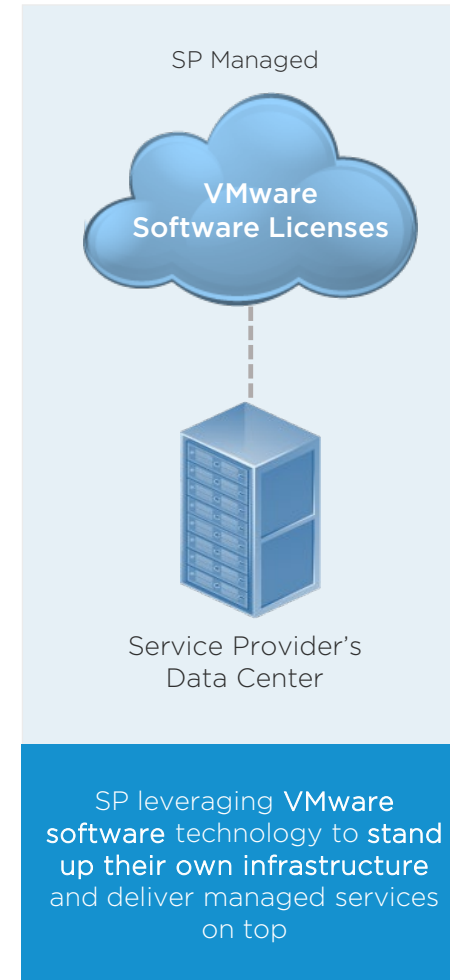
Under the License Rental model in the VCP Program, Service Provider partners leverage VMware software licenses to build out their own infrastructure offerings and managed services in their own data centers.

VCP Managed Service Provider

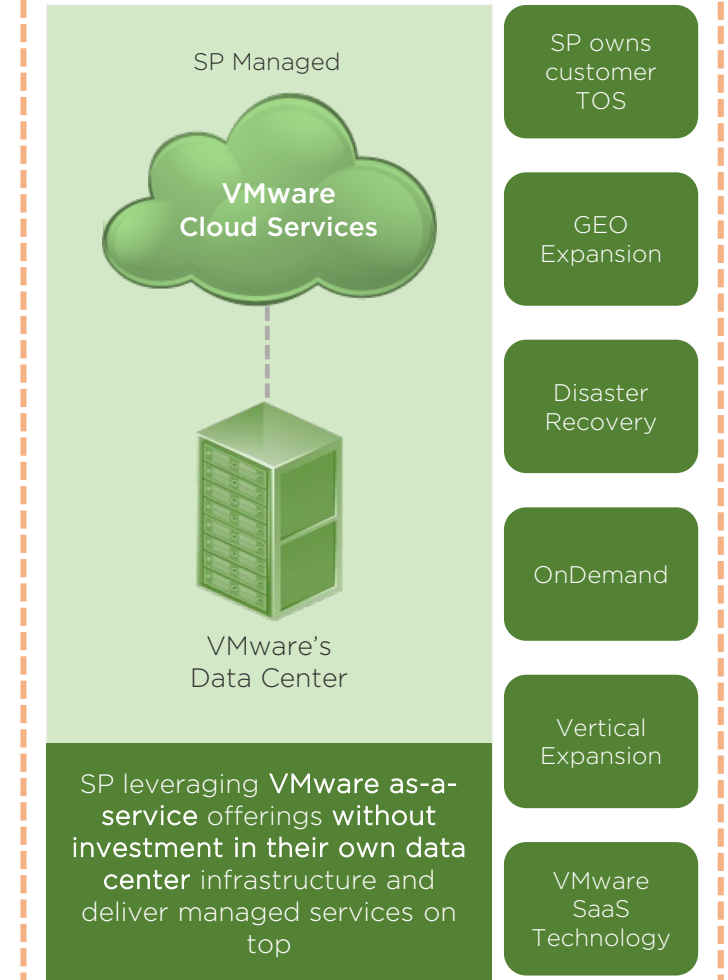
Under the **Managed Services Provider (MSP)** program, partners purchase VMware Cloud services and offer managed services on top to resell to their customers

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

VCP License Rental



VCP Managed Services





Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

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 (ToS) 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.

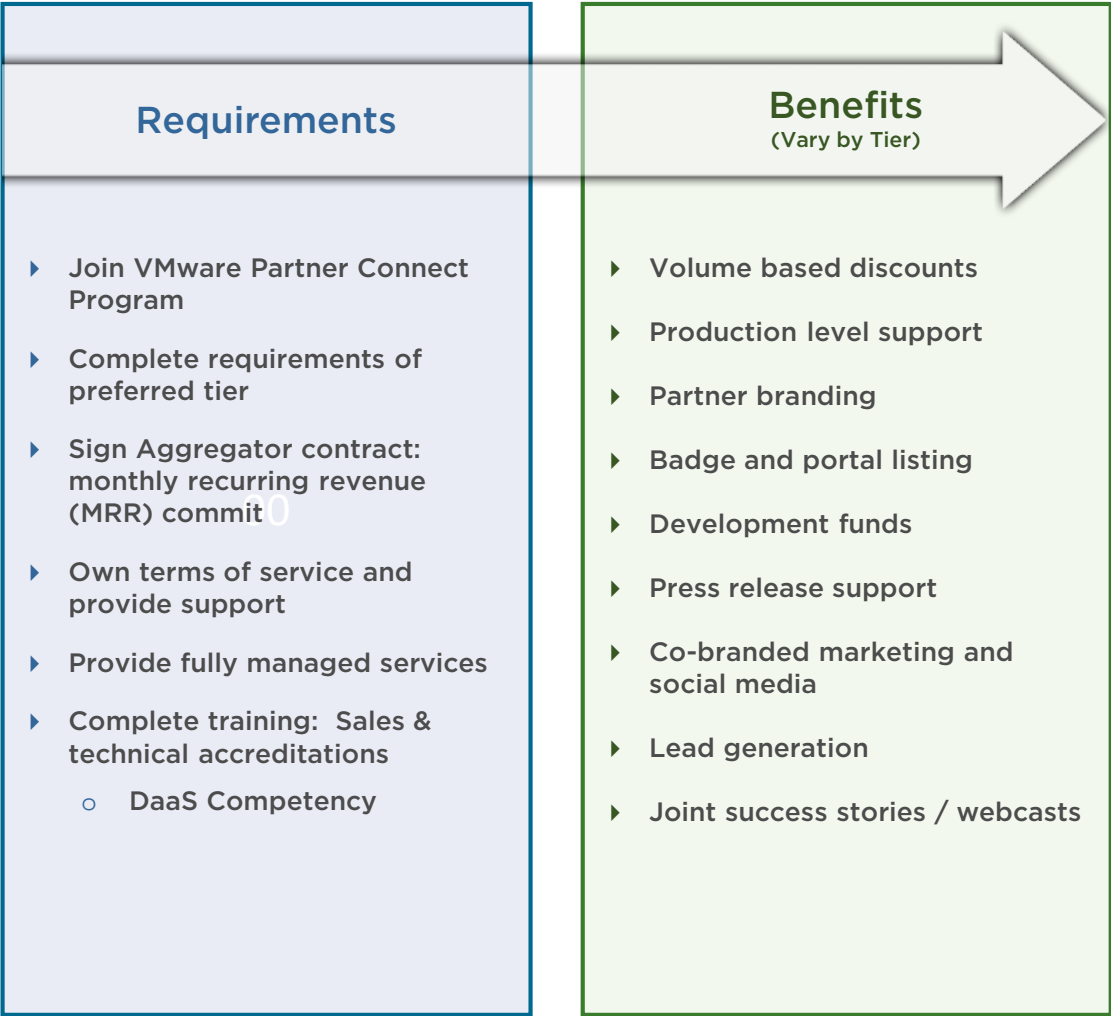
Requirements to Become an MSP

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 VCP 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.



Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

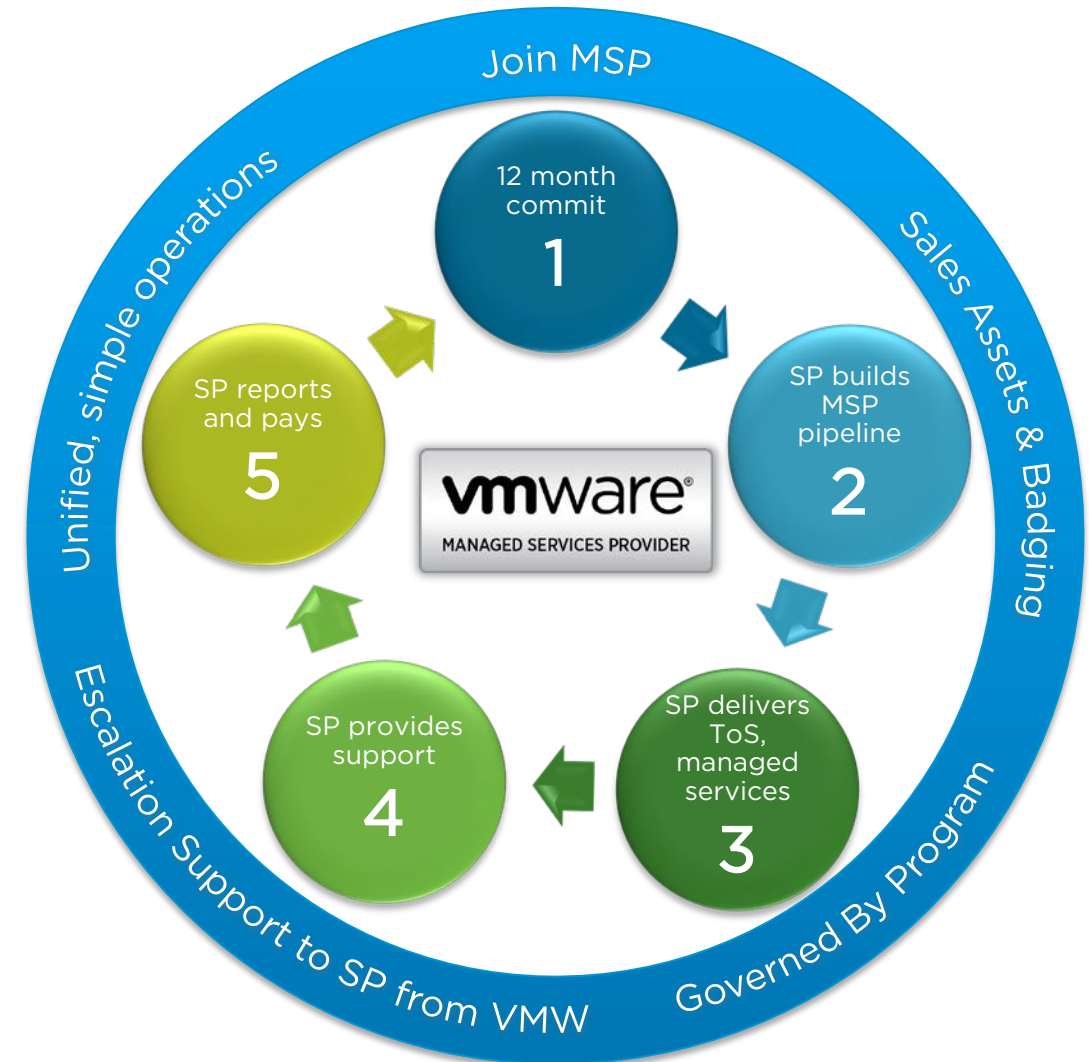
Business Process

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



Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

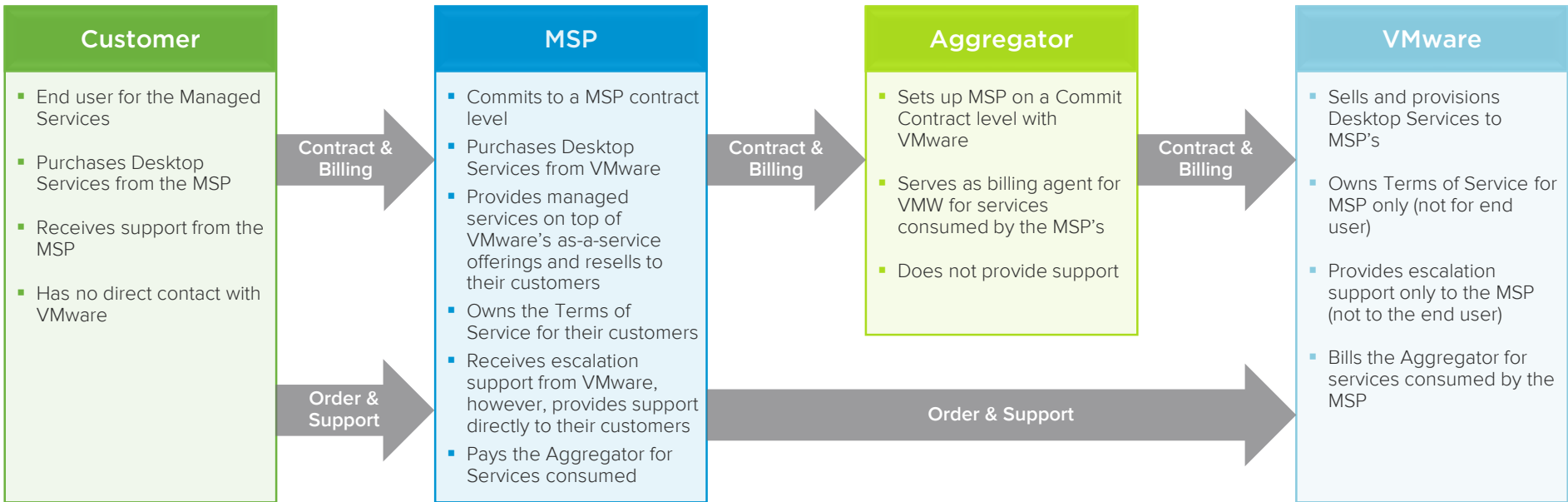
VCP Managed Service Provider Route-to-Market Model

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

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

The Aggregator is a billing agent for VMware and 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.



Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

Choosing the Right Business Model

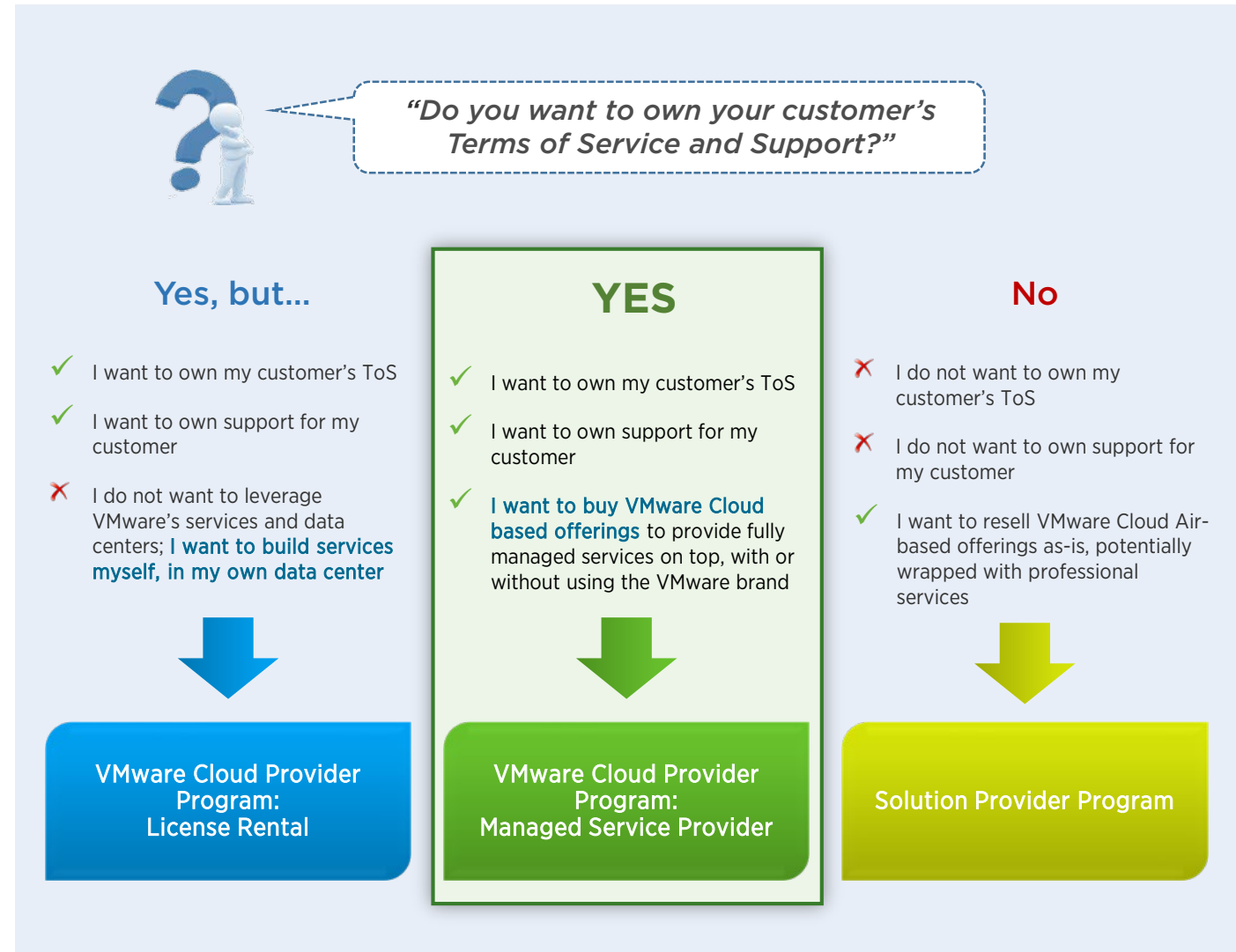
VMware provides our Service Provider partners several business models to choose from. In determining what is the right model, the first question to consider is: **“Do you want to own the Terms of Service (ToS) and Support?”**

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 Desktop MSP Offer

Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

Desktop MSP – Horizon Cloud and Subscription

There are several type of contract commitments within the VMware Cloud Provider Program MSP program. The **Desktop MSP Commit Contract** enables our partners to purchase Horizon products. Please note that in order to purchase Horizon Cloud products, partners need to sign up for a separate commit contract from other MSP services.

VCP 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 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.
- **CHT MSP Commit Contract** – This is the choice for Service Providers who want to sell CloudHealth solutions. You will only be able to purchase CloudHealth software services and their spend will count towards your minimum monthly spend.
- **vRA MSP Commit Contract** – This is the choice for Service Providers who want to sell vRealize Automation Cloud solutions. You will only be able to purchase vRA 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	CHT MSP Contract	vRA MSP Contract
Horizon Cloud and Subscription	✓					
Workspace ONE		✓				
VMware Cloud On AWS (VMW on AWS)			✓			
HCX (Hybrid Cloud Extension)				✓		
CloudHealth					✓	
vRealize Automation Cloud						✓

Program Overview

VMware Cloud Provider
Program (VCP)

Managed Service Provider
(MSP)

Desktop MSP
(Horizon Services)

Business Process

Support

VMware Horizon Universal Licenses (HUL)

The VMware Horizon® Service universal license provides customers with a single subscription license for all Horizon products. The universal license entitles customers to:

Horizon Cloud

- Horizon Cloud on Microsoft Azure
- Horizon Cloud on IBM Cloud

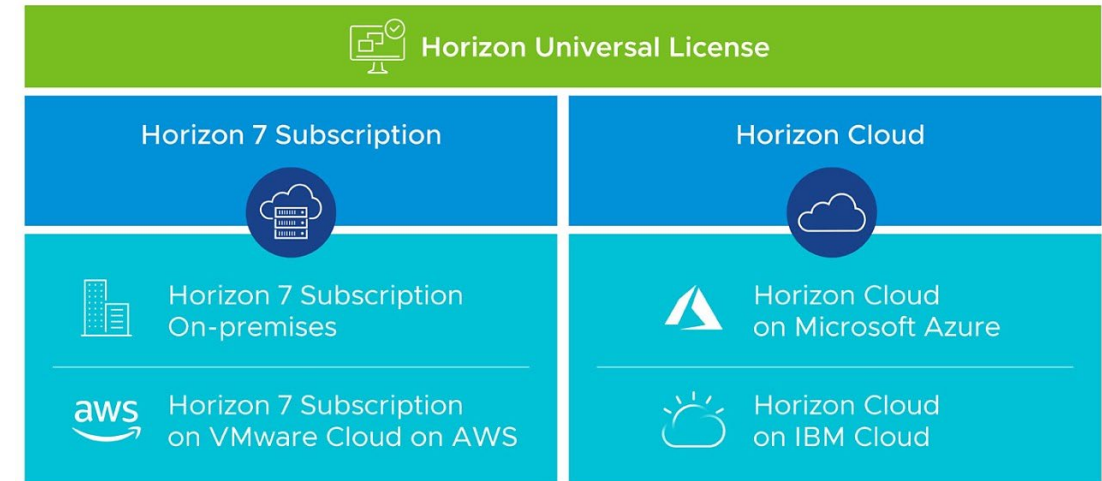
Horizon 7 Subscription

- Horizon 7 subscription on-premises
- Horizon 7 subscription on VMC on AWS

Please note that infrastructure is not included as part of the universal license. The license only entitles customers to Horizon Cloud and Horizon 7 subscription software. Customers are required to bring their own infrastructure or in the case of Horizon Cloud on IBM Cloud, purchase capacity from VMware.

Provisioning Horizon Universal Licenses

- **New Customers to Horizon:** New Horizon Cloud and Horizon 7 subscription customers are entitled to both products with the Horizon universal license. For more information on this, please visit the [Horizon Cloud License page](#).
- **Existing Horizon Cloud Customers:** Current Horizon Cloud customers are now also entitled to the Horizon 7 subscription and can install it on-premises or on VMware Cloud on AWS. Horizon Cloud customers will receive emails related to the new universal license which will introduce the service and how to download and install Horizon 7 and the Cloud Connector. For more details on those communications, please visit the [Horizon Cloud License page](#).
- **Existing Horizon 7 Customers:** Current Horizon 7 subscription customers are now also entitled to Horizon Cloud, which is available on fully managed infrastructure from VMware on IBM Cloud, or BYO infrastructure on Microsoft Azure. Horizon 7 customers will receive emails related to the new universal license which will introduce the service and how to download and deploy Horizon Cloud on either Microsoft Azure or IBM Cloud. For more details on those communications, please visit the [Horizon Cloud License page](#).



Program Overview

VMware Cloud Provider
Program (VCP)

Managed Service Provider
(MSP)

Desktop MSP
(Horizon Services)

Business Process

Support

Horizon Offerings for Managed Service Providers

Below is a list of the Horizon products (licenses, add-ons and deployment services) that are available through the MSP program. Please note that all initial orders for Horizon must include a minimum of 50 licenses. Always refer to the current VMware Price List for product availability.

Product	Options	Location	Product Type	Terms	Payments Methods	Minimum Qty for Initial Order
Horizon Universal Licenses						
Horizon Cloud	Named, Concurrent	--	Core	1, 12, 24, 36, 48, 60-months	Prepaid, Annual, Monthly	50
Horizon Cloud Apps	Named, Concurrent	--	Core	1, 12, 24, 36, 48, 60-months	Prepaid, Annual, Monthly	50
Horizon Cloud for Workspace ONE Advanced	Named	--	Core	1, 12, 24, 36, 48, 60-months	Prepaid, Annual, Monthly	50
Horizon 7 Subscription	Named, Concurrent	--	Core	1, 12, 24, 36, 48, 60-months	Prepaid, Annual, Monthly	50
Horizon 7 Apps Subscription	Named, Concurrent	--	Core	1, 12, 24, 36, 48, 60-months	Prepaid, Annual, Monthly	50
Add-Ons						
Hosted Capacity (IBM)	Standard, Workstation	US, GE, JP, UK	Add-On	1, 12, 24, 36, 48, 60 month	Prepaid, Annual, Monthly	0
Storage	1 TB	US, GE, JP, UK	Add-On	1, 12, 24, 36, 48, 60 month	Prepaid, Annual, Monthly	0
Direct Connect with Cross Connect	1, 10 Gbps	US, GE, JP, UK	Add-On	1, 12, 24, 36, 48, 60 month	Prepaid, Annual, Monthly	0
Direct Connect for Network Exchange	1, 10 Gbps	US, GE, JP, UK	Add-On	1, 12, 24, 36, 48, 60 month	Prepaid, Annual, Monthly	0
IP Addresses	--	US, JP, UK	Add-On	1, 12, 24, 36, 48, 60 month	Prepaid, Annual, Monthly	0
Deployment Services						
On-Boarding Services	Remote (in-region), Remote (off-shore), Basic, Advanced, Professional, Premium	--	Add-On	One Time	Prepaid	1

Program Overview

VMware Cloud Provider
Program (VCP)

Managed Service Provider
(MSP)

Desktop MSP
(Horizon Services)

Business Process

Support

Product Overview

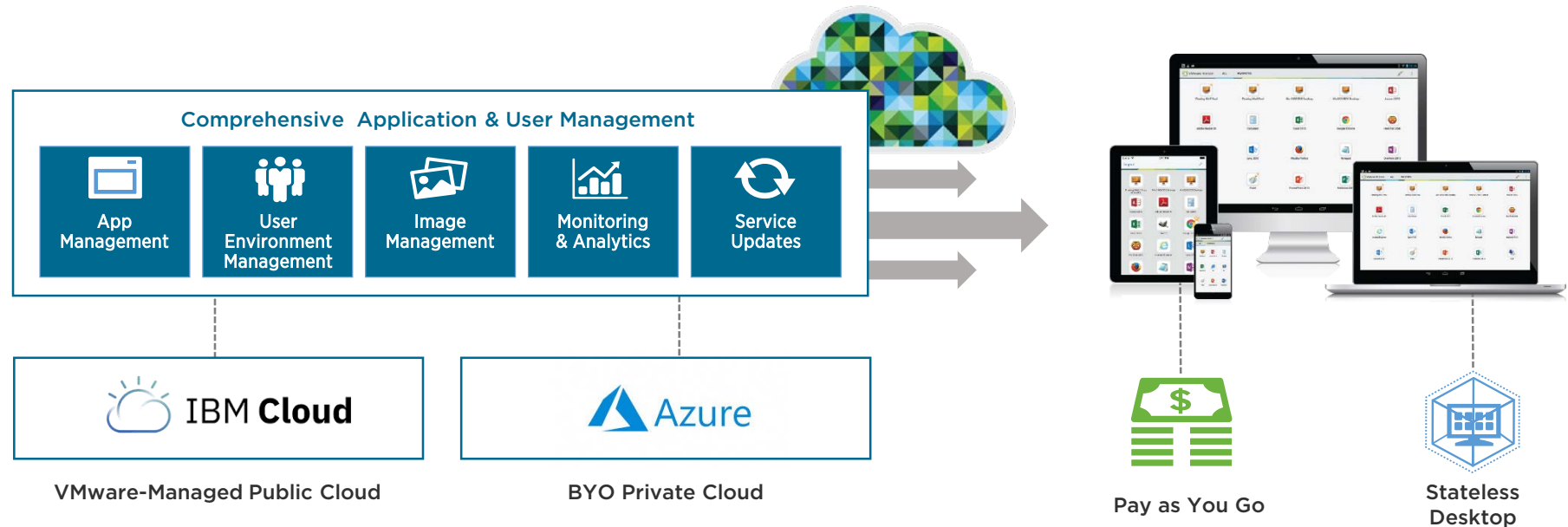
Horizon Cloud delivers feature-rich virtual desktops and applications using a purpose-built cloud platform that is scalable across multiple deployment options, including on-premises infrastructure or fully managed infrastructure from VMware. The service supports a cloud scale architecture that makes it easy to deliver virtualized, feature-rich Windows desktops and applications to any device, anytime. And with a flexible subscription model and turnkey solutions, organizations can easily get up and running and scale quickly.

Horizon Cloud on IBM Cloud

Horizon Cloud with hosted infrastructure simplifies the delivery of Windows desktops and applications as a cloud service. IT can save time and money, without sacrificing enterprise requirements for security and control and end users are more productive, with a complete workspace they can access from any device, anywhere.

Horizon Cloud on Microsoft Azure

Horizon Cloud on Microsoft Azure gives organizations the ability to connect their own instance of Microsoft Azure to the incredibly intuitive Horizon Cloud control plane, creating a secure, comprehensive cloud-hosted solution for delivering virtualized Windows applications and session desktops. The solution brings VMware virtual applications and session desktops to 40+ Microsoft Azure global data centers, while offering customers all the benefits of Horizon Cloud, including automated service updates and an intuitive management interface.





Program Overview

VMware Cloud Provider Program (VCP)

Managed Service Provider (MSP)

Desktop MSP (Horizon Services)

Business Process

Support

Product Packaging and Components

Horizon Cloud begins with a named or concurrent user license subscription granting you access to the service. From there, you can add cloud-hosted capacity managed by VMware or purchase your own on-premises infrastructure from any of our certified partners. Additional cloud-hosted infrastructure can be added at any time and will have the same terms as your core subscription. A [Horizon Cloud Pricing Calculator](#) is also available to help you configure a desktop solution and its estimated cost.

<div>Step 1</div> <div>Horizon Universal License</div>	<div>Named User One Dedicated User per License</div> <div>Concurrent User Shared License (one user logged in at a time)</div>	<ul style="list-style-type: none">Available in 1, 12, 24, 36, 48, 60 month terms50-user minimum purchase required (additional licenses available in packs of 10)No mixing licenses between Named and Concurrent users
<div>Step 2</div> <div>Choose Your Infrastructure</div>	<div>Buy IBM Cloud Infrastructure from VMware</div> <div>Bring-Your-Own Azure Infrastructure</div>	<ul style="list-style-type: none">Available in 1, 12, 24, 36, 48, 60 month termsIBM infrastructure co-terms to user license subscriptionFor bring-your-own Azure, customer must provide their own Azure account
<div>Step 3</div> <div>Horizon Cloud Add-Ons</div>	<div>Direct Connect (1Gbps/10Gbps)</div> <div>1TB Hard Disk Storage</div>	<ul style="list-style-type: none">Designed to support hosted infrastructure deploymentsAlways co-term to the associated core subscription of user licensesAvailable in 1, 12, 24, 36, 48, 60 month terms



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support

Desktop MSP Business Process





Program Overview

Business Process

End-to-end Flow

- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support

End-to-End Operations Flow

Please follow these seven steps below to begin participating in the VMware Cloud Provider Program Desktop 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

Commit

4

Order

5

Provision

6

Report

7

Invoice

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

Become a VMware Partner

The first step to transact in the Cloud Provider Managed Service Program is to become a VMware partner. To achieve this status enroll in the **VMware Partner Connect Program**. Simply follow the instructions in the [Program Guide](#), accept the agreement and complete the necessary requirements.

For more information on the Partner Connect Program please go to [here](#).

For any questions on the Partner Connect Program, please contact: partnerconnect@vmware.com.

For Partners Already Enrolled in Partner Connect

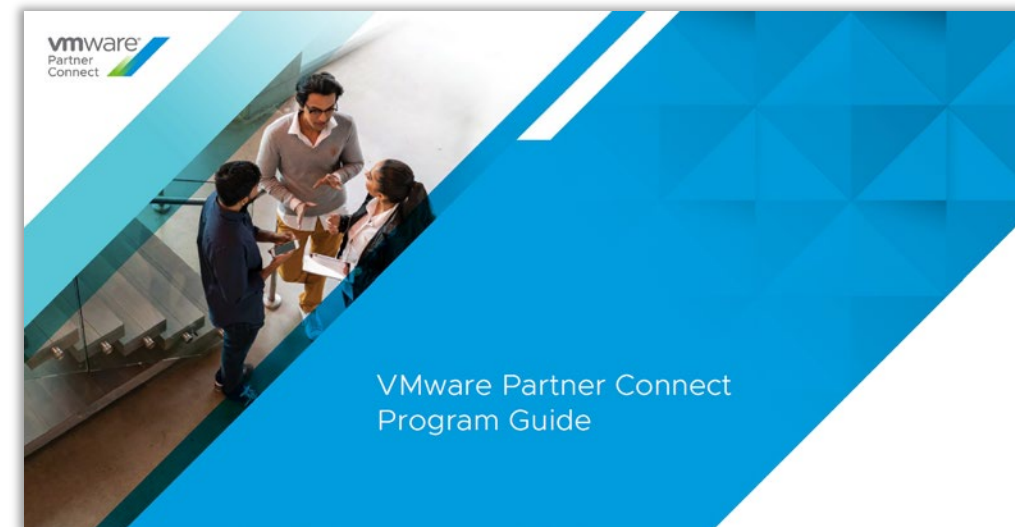
For Partners who are already enrolled in VMware Partner Connect, there is no additional enrollment or agreement needed as you are ready to transact in the Cloud Provider Program.

For Partners Already Enrolled with the VMware Cloud Provider Program, but not in Partner Connect

If you are already part of the VMware Cloud Provider Program, but not yet with VMware Partner Connect, we strongly encourage you to enroll into the Program by following the instructions in the [Program Guide](#). Enrolling into Partner Connect will provide you with expanded benefits as a VMware Partner.

For non-Cloud Provider VMware Partners who are not enrolled with Partner Connect

If you are already a VMware Partner, but not a VMware Cloud Provider Partner and you have not enrolled in Partner Connect, you will need to sign up with Partner Connect first in order to transact as a Managed Service Provider. Simply follow the instructions in the [Program Guide](#).



**ACCESS
PARTNER CONNECT**

Click [here](#) to access the VMware Partner Connect Program Guide for enrollment instructions





Complete Digital Workspace Competency



Program Overview

Business Process

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

Get Trained on Desktop

Commit to a MSP Spend

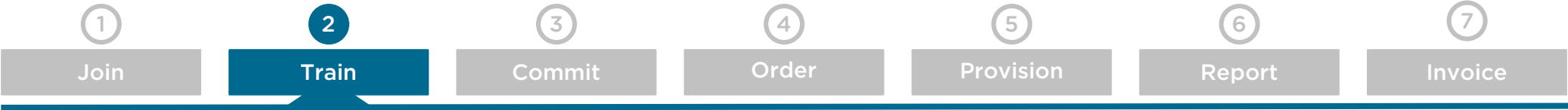
Order Desktop Services

Provision Service

Complete Monthly Reports

Invoice and Billing

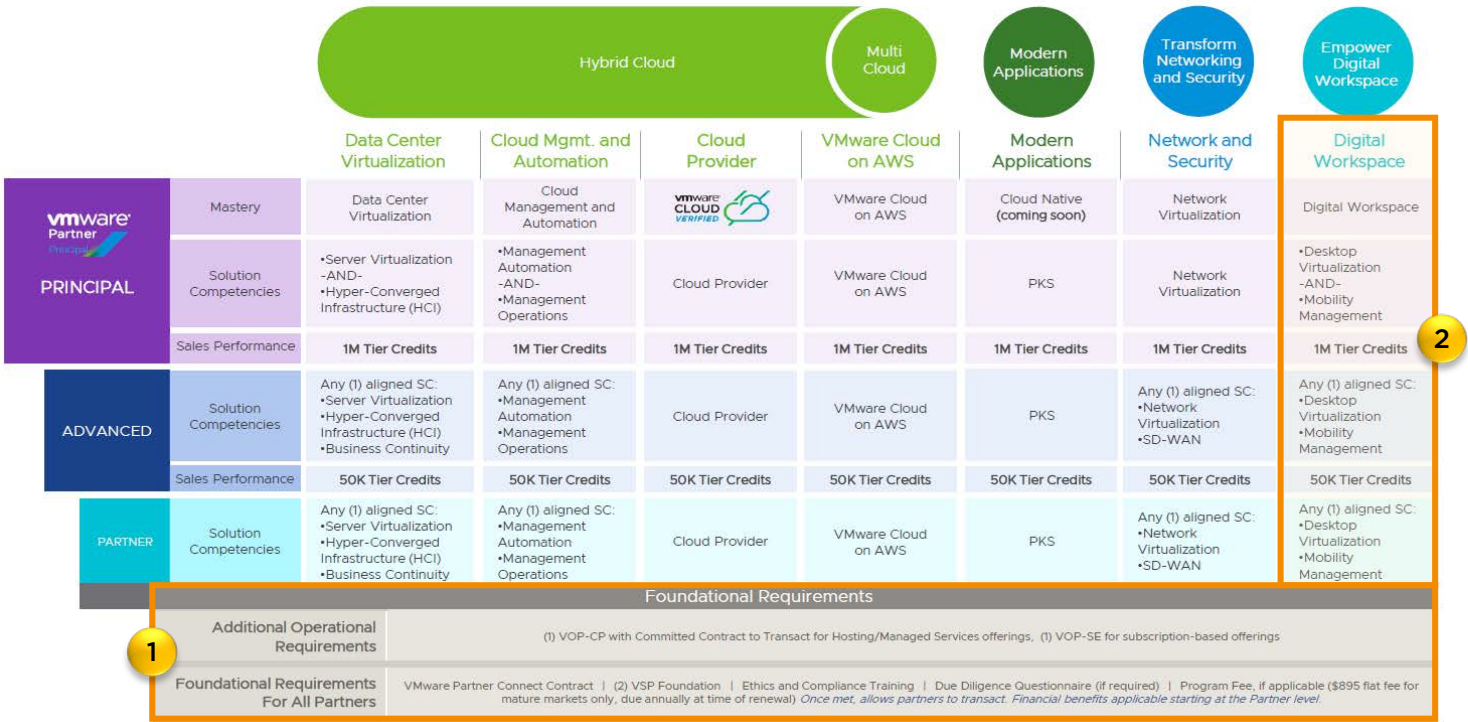
Support



Achieving Partner Competency for Digital Workspace

At VMware, competencies are meant to recognize sales and technical proficiency, delivery expertise, and customer success for VMware services. Achieving VMware partner competencies allow you to strengthen your services capabilities and unlock valuable benefits. The Partner Connect program will provide you with the framework and path for you to achieve the Digital Workspace competency. You will need to start off by completing the Foundational Requirements (see #1 in the graphic below). From there you can make investment in the Digital Workspace solution competency (see #2 below).

For complete details on the Partner Connect Program and how to achieve competency for your solution track, please refer to the [Partner Connect Program Guide](#).





Sign up for a Desktop MSP Contract Commitment



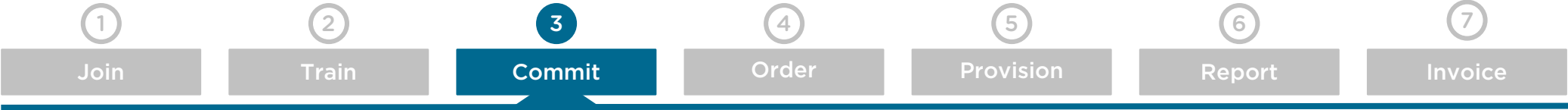
Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

- Order Desktop Services
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Sign an MSP Contract with your Aggregator

The Cloud Provider Managed Service Program works as a volume purchase program. Partners are required to sign up for a monthly commit spend in return for a discount on the purchase of the service. The higher the commitment to the service, the higher the discount that the partner will receive. All commit contracts are for a 12-month period and the committed spend is tracked on a monthly basis. When you have determined the monthly commit discount and discount to the DaaS service, you are now ready to sign an MSP commit contract. To do so, please select an aggregator you wish to work with (see next page for details). The contract is for a 12-month period and requires a committed monthly spend.

Partner Pricing for Horizon Cloud and Horizon 7 Subscriptions

Important – Please engage your Cloud Provider sales manager to finalize all pricing and discounts for DaaS. They will be best equipped to provide the appropriate discounting based on opportunity sizing. Your sales manager will work with you to determine Horizon Universal License, Infrastructure and Deployment requirements and based on that will calculate a commit spend and the appropriate discount that you qualify.

Please be aware that purchases of VMware hosted infrastructure (by IBM) and Deployment services may qualify for a different discount level than those for the Horizon Universal Licenses. As always, please consult with your VMware sales manager for any pricing and discounting details for all Horizon products.

Service	Monthly Commit Spend (Based on MSRP)	Partner Discount off MSRP
DaaS (Horizon Cloud and Subscriptions)	\$ amount to be determined (engage your Cloud Provider Sales Manager)	% discount to be determined (engage your Cloud Provider Sales Manager)

Commit Contract Guidelines

Contract Commitment Periods are for 12 months – Achievement of the commit spend is calculated on monthly basis. There is no monthly averaging. All calculations of the monthly commit spend is based on MSRP.

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.

Changing Commitment Levels - Partners may sign a new MSP contract with VMware at any time if they are committing to an increased minimum Subscription Service consumption contract – “Upgrade” - for example, moving from MSP Level-1 to MSP Level-2. Partners must sign a new contract for a 12-month period starting on the change date. However, partners are not able to sign a new contract for a lower minimum commitment – “Downgrade” - during the 12-month term of their contract.



Sign up for a Desktop MSP Contract Commitment



1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

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 DaaS MSP commit contract setup.

vmware PARTNER NETWORK

LEARN

VMware vCloud Air Network Program

Participating Aggregators - Americas

Q3 2015

VMware vCloud® Air™ Network Program

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

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

vmware

Your Cloud Advantage

Accelerate IT. Accelerate Your Business.

VMware, Inc. 3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com

Copyright © 2015 VMware, Inc. All rights reserved. This product is protected by U.S. and international copyright and intellectual property laws. VMware products are covered by one or more patents listed at <http://www.vmware.com/patents>. VMware is a registered trademark or trademark of VMware, Inc. in the United States and/or other jurisdictions. All other marks and names mentioned herein may be trademarks of their respective companies.





Notification MSP Commit Contract is Setup



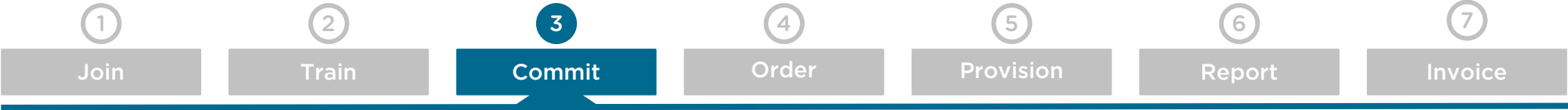
Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

- Order Desktop Services
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

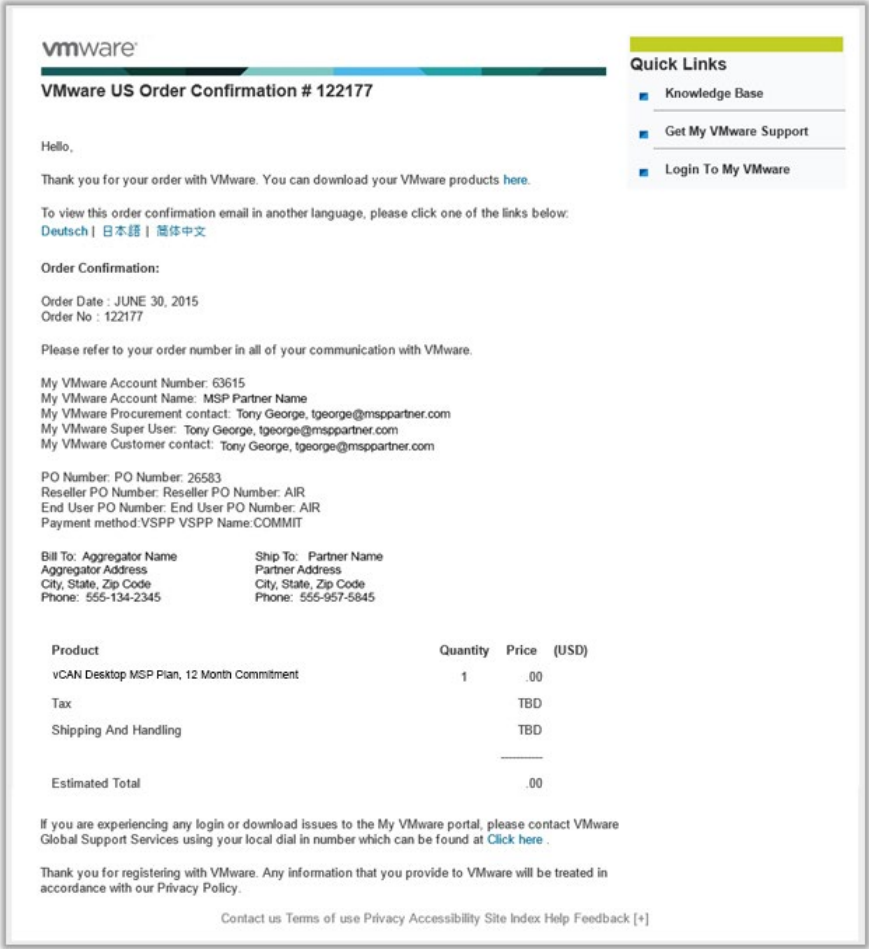
Support



Email Notification MSP Desktop Contract is Active

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

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



1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

Login to MyVMware Portal

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

Use your existing VCPP 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 VCPP 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.

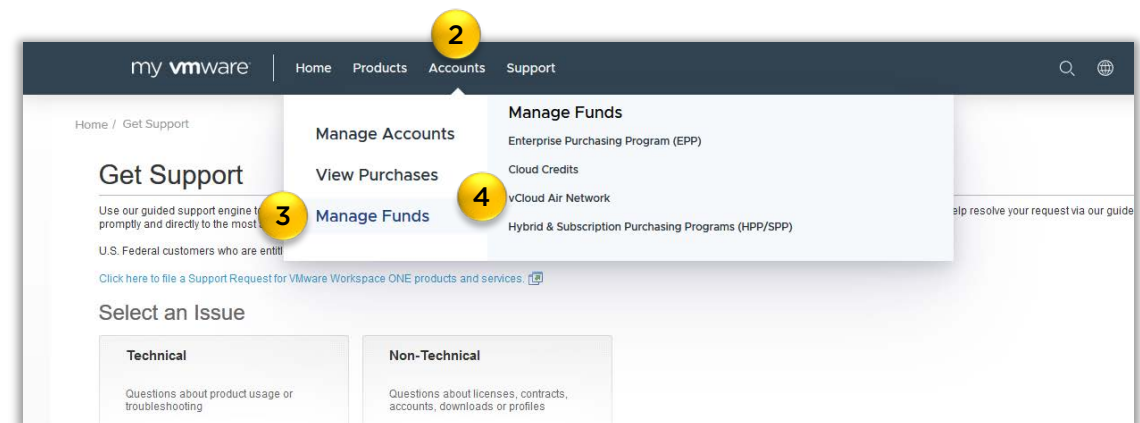
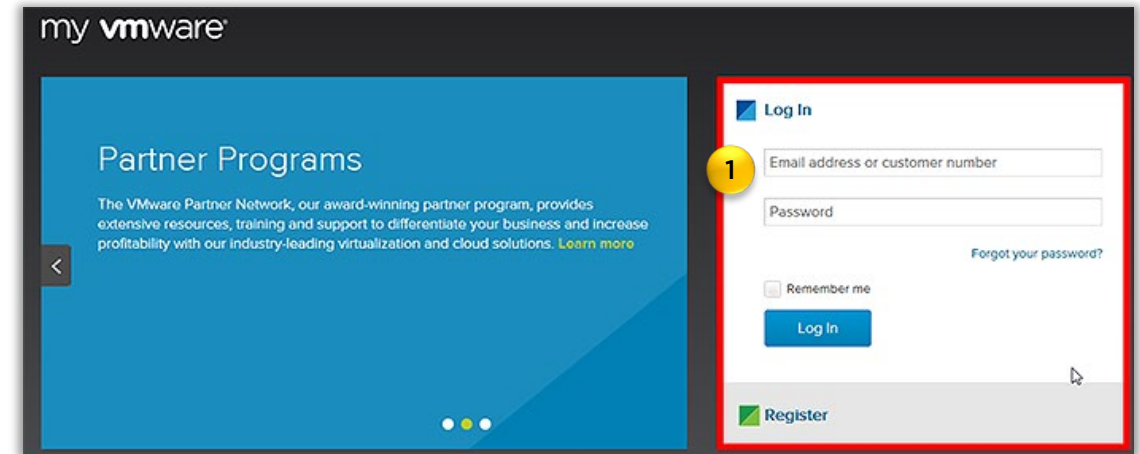
Through MyVMware portal, you will order new services, add-ons, renewals and upgrades for all of your VMware services.

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. Then select the "vCloud Air Network" option from the pick list.

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





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



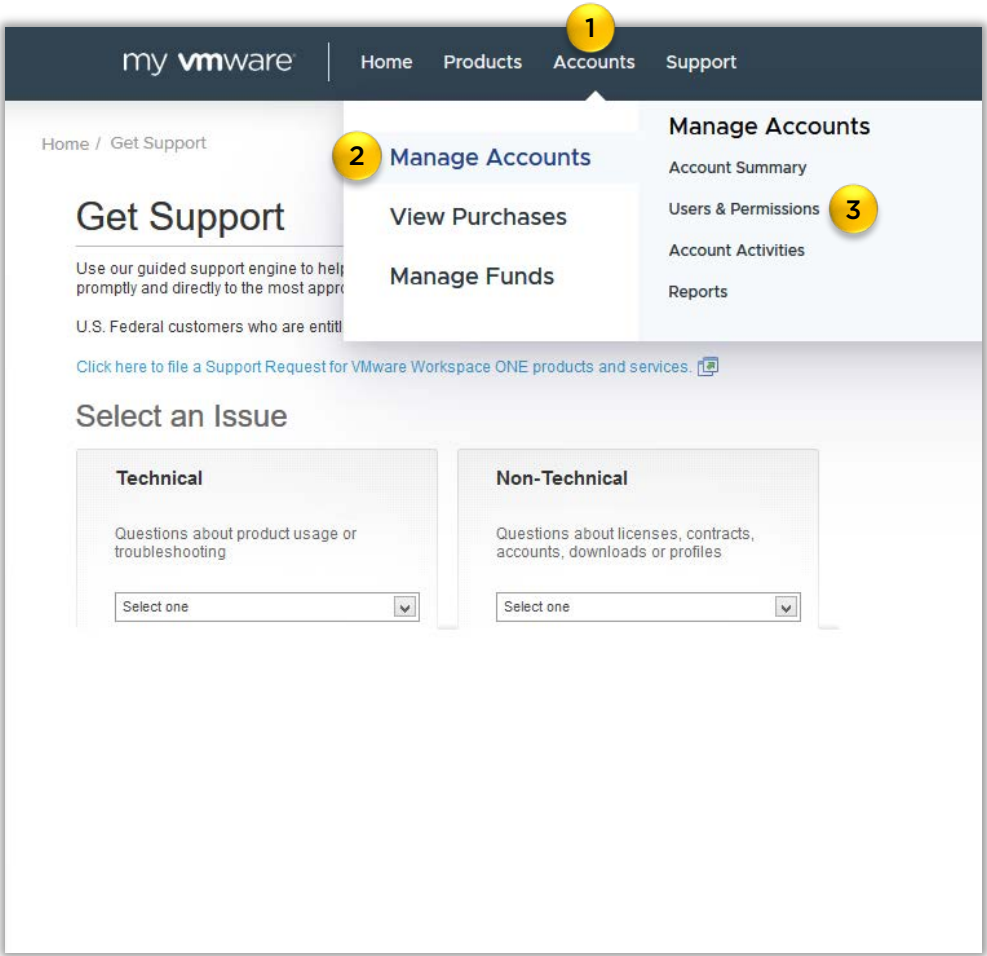
User Management thru MyVMware

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 - [\(link\)](#)





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



VCPP MSP Contract Details

This is the VMware Cloud Provider Program home page within MyVMware, where you can view your existing MSP Desktop Contract.

1. You can see Reference number for your contract.
2. Just below that, you can view any service consumption for the month under this contract.
3. Below the consumption, you can view your monthly commitment level.
4. And finally, you can see the remaining balance for the month. The current balance amount will equal the commitment amount minus the subscription consumption amount.
5. On the right, you will see your company's account number and name, the commit contract number, your contracted aggregator, your authorized currencies and the primary owner and user of your MyVMware account.
6. There is a 12-month contract commitment term in the 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 Commerce Portal.
9. Once you are ready to configure and procure a cloud environment, click on the "Start" button.

The screenshot shows the VMware MyVMware interface for the vCloud Air Network. It includes a top navigation bar with 'English', 'VMware.com', 'Store', and 'Inner Circle'. The main header has 'my vmware' and links for 'Products', 'Accounts', and 'Support'. The breadcrumb trail is 'Home / vCloud Air Network'. The page title is 'vCloud Air Network' with a 'Help' link. The main content area is divided into two columns. The left column shows contract details for 'DAAS_12641893' with a 'Rename' link. It displays 'Consumption this month' as '\$0.00', 'Commit Level' as '\$50,000.00 / mo', and 'Current Balance' as '\$50,000.00 / mo'. At the bottom of this column is a 'Start' button and a link to 'Click Start to add Subscription Services to your Account'. The right column displays account information: 'Account' (666653645 - VMW Test Service Provider Premier AMER.), 'iAsset Contract#' (12641893), 'Aggregator' (VMW Test Aggregator), 'Currency' (USD (\$)), 'Contract Term' (12 Months), 'Start Date' (2016-11-04), and 'End Date' (2017-11-03). It also lists 'Owner' (SmokeTest SP2) and 'Users' (SmokeTest SP2) with 'Add' and 'Remove' links. A link to 'View billing and payments on vCAN Portal' is at the bottom right.

Field	Value
Contract Reference	DAAS_12641893
Consumption this month	\$0.00
Commit Level	\$50,000.00 / mo
Current Balance	\$50,000.00 / mo
Account	666653645 - VMW Test Service Provider Premier AMER.
iAsset Contract#	12641893
Aggregator	VMW Test Aggregator
Currency	USD (\$)
Contract Term	12 Months
Start Date	2016-11-04
End Date	2017-11-03
Owner	SmokeTest SP2
Users	SmokeTest SP2



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



User Permissions and Access to your Desktop Contract

MyVMware designates an Administrator from the Partner to manage their Desktop 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 Desktop orders. These users will be labeled as “Users” (2).

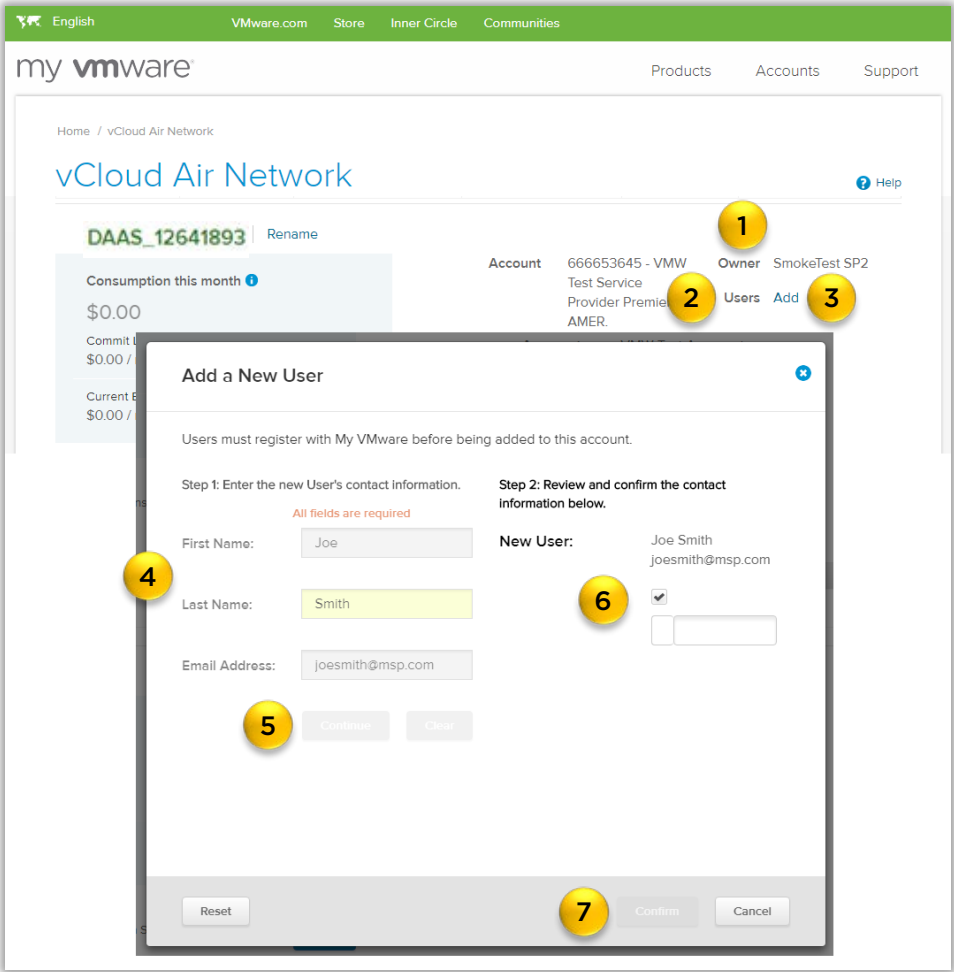
Adding Users to your Desktop Contract

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 Desktop 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](#).





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

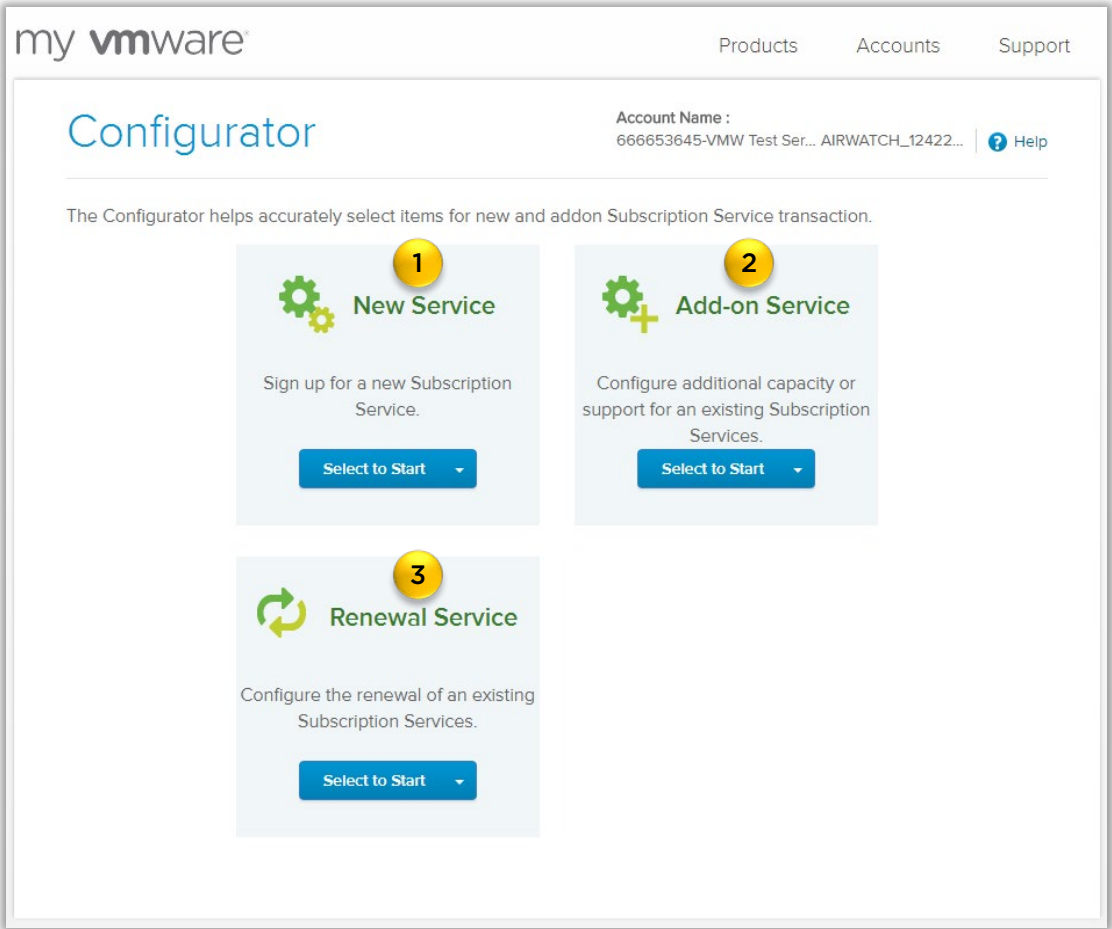
Support



Using the Configurator to Order Horizon Services

This page allows you to order Horizon Cloud and Subscriptions, Add Capacity to an existing service, modify your renewal preferences or upgrade a service.

- 1. New Service** - Use this selection to add a new service for a new customer into the service. Initial orders for the Service Offering include core named or concurrent user licensing, Standard Desktop Capacity, Support, IP Address, and Internet Bandwidth components for a single Service Offering instance ("Service Identifier" or "SID"). A SID# (service ID number) will also be created and associated for this customer's subscription with Horizon.
- 2. Add-On Service** - Use this to add services to an already existing customer subscription, which already has a SID# assigned. All add-on services will co-term with the original subscription (SID) start and end dates. Add-ons may include additional capacity and hard disk storage.
- 3. Renewal Service** - Use this to renew an existing service for an existing customer subscription (SID#) . Note that subscriptions automatically renew unless configured otherwise. Each SID will automatically renew using the current configuration and the existing subscription term duration. You may opt out of auto-renewal by changing your renewal option setting for the SID within the My VMware Portal. The deadline to change the renewal option is 30 days prior to the last day of the current SID subscription term.





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
 - Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support

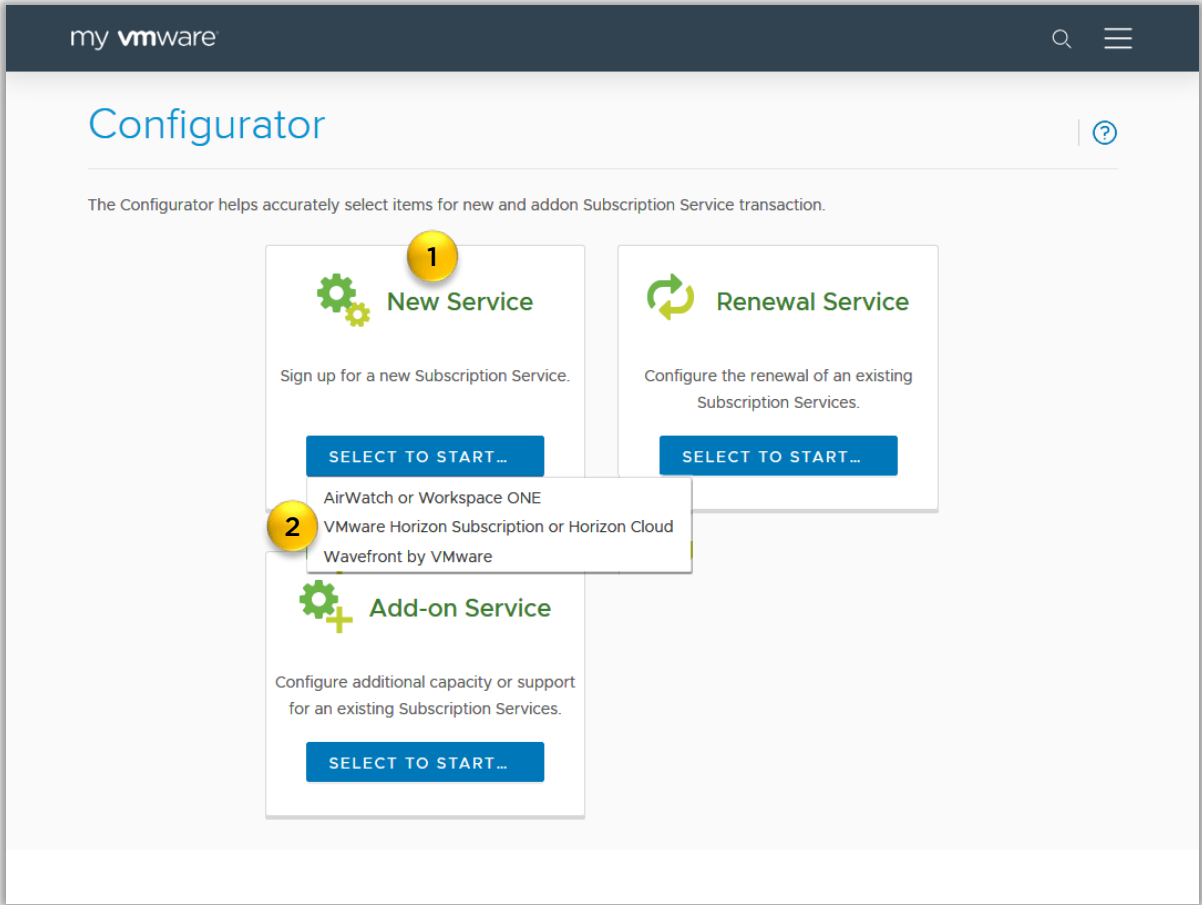


Ordering New Horizon Services

We will focus on the steps on how to order new Horizon Cloud and Subscriptions.

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 add devices to an existing customer, please use the “Add-On Service” function instead.

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 “VMware Horizon Subscription or Horizon Cloud” option to provision subscription Desktop services. You will only be able to view this option after your new Desktop MSP commit contract has been submitted and approved.





Configuring Horizon Order thru MyVMware

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend

Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

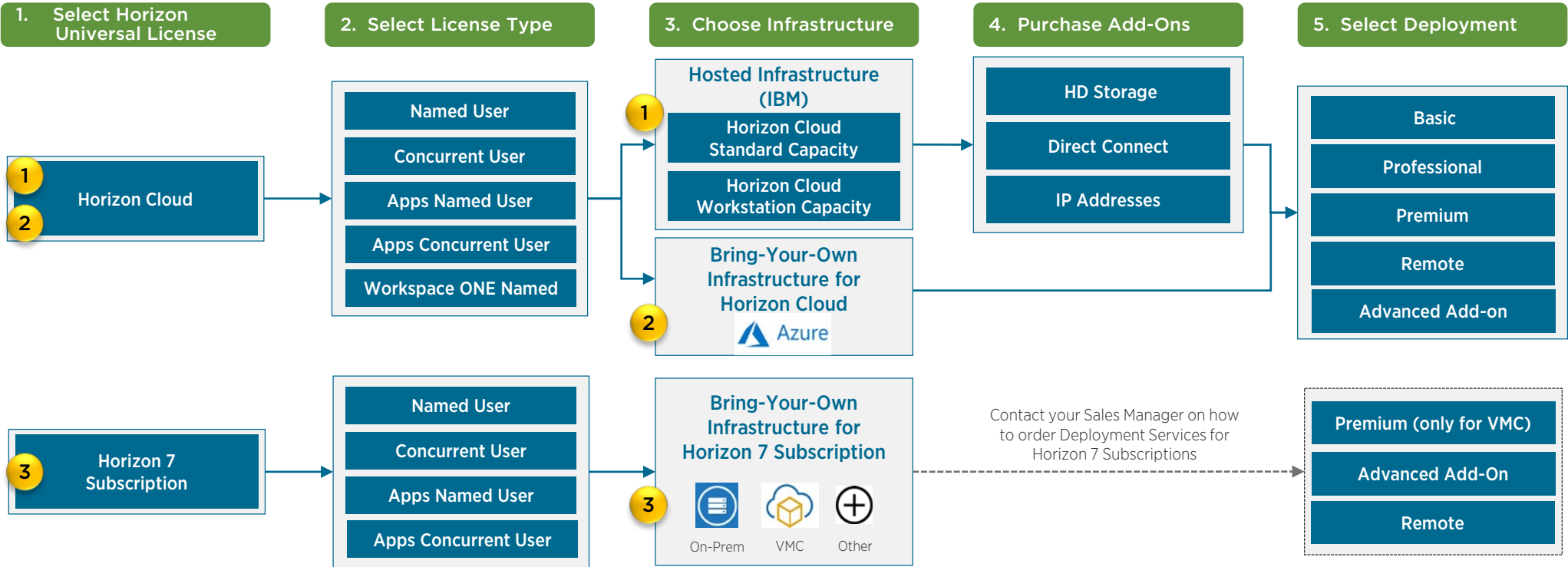
Support



Horizon Configuring Process

The ordering process for Horizon thru MyVMware requires five steps (detailed below). This section of the handbook will detail the configuration and ordering flow for the following Horizon options:

1. **Horizon Cloud on IBM (Hosted Infrastructure)** - [start now](#)
2. **Horizon Cloud on Azure (Bring-Your-Own-Infrastructure)** - [start now](#)
3. **Horizon 7 Subscription (Bring-Your-Own Infrastructure)** - [start now](#)





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support



Configuring a Horizon Cloud on IBM Order

First, we will focus on how to place a Horizon Cloud on IBM thru the MyVMware tool. Once you have selected “Horizon Subscription or Horizon Cloud” from the “New Service” menu, you will see the “Configure Service” page.

The first step is to select the Horizon Universal License for Horizon Cloud.

1. Select “All” for Region to purchase Horizon services under Service Type.
2. The options in the orange box are for **Horizon Cloud** products. Select only these options to purchase Horizon Cloud Licenses. Please note that there are 5 user license options under this category.
 - **Horizon Cloud - Named User**
 - **Horizon Cloud - Concurrent User**
 - **Horizon Cloud Apps - Named User**
 - **Horizon Cloud Apps - Concurrent User**
 - **Horizon Cloud for Workspace ONE Advanced - Named User**
3. The options in the grey box are for **Horizon 7 Subscription (without vSphere)** products. You should not be selecting options if you are purchasing Horizon Cloud. Please note that there are 4 options under this category:
 - **Horizon 7 Subscription - Named User**
 - **Horizon 7 Subscription - Concurrent User**
 - **Horizon 7 Apps Subscription - Named User**
 - **Horizon 7 Apps Subscription - Concurrent User**

my vmware

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

All fields are required

Service VMware Horizon Subscription or Horizon Cloud

1 Region ☒ All - Horizon

Service Type

2

- ☐ VMware Horizon Cloud Named User Core
- ☐ VMware Horizon Cloud Concurrent User Core
- ☐ VMware Horizon Cloud Apps Service - Core Subscription - Named User
- ☐ VMware Horizon Cloud Apps Service - Core Subscription - Concurrent User
- ☐ VMware Horizon Cloud Service for Workspace ONE Advanced, Named User Core Service

3

- ☐ Horizon Subscription Add-on (without vSphere) - Named User
- ☐ Horizon Subscription Add-on (without vSphere) - Concurrent User
- ☐ Horizon Apps Subscription Add-on (without vSphere) - Named User
- ☐ Horizon Apps Subscription Add-on (without vSphere) - Concurrent User

These options are for **Horizon Cloud**

These options are for **Horizon 7 Subscriptions**

Select License Type for Horizon Cloud

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Configuring a New Horizon Cloud Service

Now let's continue the configuration and ordering for a Horizon Cloud Service:

1. Select "All" for Region to configure a Horizon Cloud Service
2. Under "Service Type" select the **VMware Horizon Cloud** user license type.
 - o **Named User** is one dedicated user per license. Per named user (NU) is recommended for virtual environments with staff that require dedicated access to virtual machines throughout the day.
 - o **Concurrent User** is for a shared license (one user logged in at a time). Per concurrent connection user (CCU) is recommended for virtual environments with a high number of users who share machines throughout the day, such as students and shift workers.
 - o **Horizon Cloud Service for Workspace ONE Advanced** is for partners who have purchased the Workspace ONE product and is looking to add the Horizon Cloud service to integrate into a Workspace ONE Advanced solution.
3. Select the Term length for the Service. Options are available from one month to a 60 month term.
4. Select the Billing Type for the Service – between paying Prepaid, Annually or Monthly basis.
5. The currency is pre-populated by default according to your enabled currency.

Defining Administrator of Service

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

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

my vmware

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

Service: VMware Horizon Subscription or Horizon Cloud

Service Cost (MSRP)
\$665.00 / month
Term: 12 months

1 Region: All - Horizon

2 Service Type: VMware Horizon Cloud Named User Core, VMware Horizon Cloud Concurrent User Core, VMware Horizon Cloud Apps Service - Core Subscription - Named User, VMware Horizon Cloud Apps Service - Core Subscription - Concurrent User, VMware Horizon Cloud Service for Workspace ONE Advanced, Named User Core Service

3 Term: 1 month, 12 months, 24 months, 36 months, 48 months, 60 months

4 Billing Type: Prepaid, Annually, Monthly

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

6 Administrator of Service: Yes, I am the primary administrator of this service

7

CONTINUE CANCEL

1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

Ordering Incremental Horizon Universal Licenses

Your standard Horizon service will start with a minimum quantity of **50 users** (1). From there you can order additional users and capacity to the service.

1. To add additional Horizon licenses, go to the “VMware Horizon Cloud User Add-On” section. **Please note that Horizon Universal License add-ons are sold in bundles of 10 units each.** So if you order quantity 2 of Add-On licenses in the tool, you are purchasing 20 licenses (2 x 10 units) on top of the 50 licenses that is already part of the initial order for a total of 70.
2. If you need to order incremental licenses, enter the quantity (of bundles of 10) and select the billing type (prepaid, annual or monthly). Otherwise, you can proceed to the next step.

Purchasing Hosted Infrastructure (IBM)

If you choose to buy Hosted Infrastructure from VMware, you will need to add Capacity to your order. There are two options for Capacity - **Standard (3) and Workstation (4)** to your subscription. When adding Capacity, you will have an option to select from Data Center Locations.

5. Input the desired quantity for the capacity that you need.
6. Select the billing type for the capacity (prepaid, annual or monthly). Important: it is strongly recommended that you select the same billing type for your capacity as for your user licenses. This will simplify billing statements from your Aggregator.

Ordering Add-Ons to Horizon Cloud on IBM

1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

Ordering Add-Ons for Horizon Cloud on IBM

In the same page in the configurator, you will also have the option to purchase add-ons to the service.

1. To purchase additional **Storage**, please go to the “HD Storage” section of the configurator. When adding Storage, you will have an option to select from Data Center Locations.
2. Select the quantity and billing type (prepaid, annual or monthly) for Storage. *
3. To purchase **Direct Connect**, please go to the “VMware Horizon Direct Connect with Cross Connect” section of the configurator. When adding Direct Connect, you will have an option to select from Data Center Locations and Bandwidth options.
4. Select the quantity and billing type (prepaid, annual or monthly) for Direct Connect. *
5. To purchase additional **IP addresses**, please go to the “VMware Horizon Air Additional Public IP Address” section of the configurator. When adding IP addresses, you will have an option to select from Data Center Locations.
6. Select the quantity and billing type (prepaid, annual or monthly) for Direct Connect. *

*** Important - It is strongly recommended that you select the same billing type (whether it is prepaid, annual or monthly) for the different Horizon licenses, infrastructure and add-ons for the same order. This will simplify your billing for these components from your Aggregator.**

my vmware | Home Products Accounts Support

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT COMPLETE

VMware Horizon Subscription or Horizon Cloud

Change Configuration

QTY: 50 Named User. Includes entitlement to Horizon Subscription and Horizon Cloud Service. Includes Production Support.

Service Cost (MSRP)
\$792.00 / month
Term: 24 months

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

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Extended Cost
HD Storage				
VMware Horizon Air Cloud-Hosted - HD Storage - US - Addon Subscription US Data Center - Virtual Hard Disk 1 TB additional Storage	0	MONTHLY	\$115.50 / month	\$0.00 / month
Discounts: Quantity 1+: \$115.50 / month				
VMware Horizon Air Cloud-Hosted - HD Storage - UK - Addon Subscription UK Data Center - Virtual Hard Disk 1 TB additional Storage	0	MONTHLY	\$130.00 / month	\$0.00 / month
VMware Horizon Air Direct Connect with Cross Connect				
VMware Horizon Air Cloud-Hosted - 10 Gbps Direct Connect with Cross Connect Subscription - JP - Direct Connect JP Data Center - 10 Gbps Direct Connect port charge. Includes Cross Connect. Does not include line charge	0	MONTHLY	\$6,065.00 / month	\$0.00 / month
Discounts: Quantity 1+: \$6,065.00 / month				
VMware Horizon Air Cloud-Hosted - 1 Gbps Direct Connect with Cross Connect Subscription - JP - Direct Connect JP Data Center - 1 Gbps Direct Connect port charge. Includes Cross	0	MONTHLY	\$1,125.00 / month	\$0.00 / month
VMware Horizon Air Additional Public IP Address				
VMware Horizon Air Cloud-Hosted - Public IP Address Subscription - JP - Addon Subscription JP Data Center - 1 Public IP Address	0	MONTHLY	\$23.70 / month	\$0.00 / month
Discounts: Quantity 1+: \$23.70 / month				
VMware Horizon Air Cloud-Hosted - Public IP Address Subscription - US - Addon Subscription US Data Center - 1 Public IP Address	0	MONTHLY	\$23.70 / month	\$0.00 / month



Ordering Deployment Services for Horizon Cloud



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support



Ordering Deployment Service for Horizon Cloud on IBM

The last step in the configuring process is to order the deployment service for your Horizon order. **Please note that deployment services are mandatory for the initial deployment of each tenant or as required for complex deployment situations.**

For Horizon Cloud on IBM, the following deployment packages are available:

- Basic
- Professional
- Premium
- Remote
- Advanced Add-on

For specific details on each of the deployment packages, please refer to the [table](#) in this page.

1. To order deployment services, go the “HZINFIVE” section of the configurator.
2. Select the desired option for the deployment service. Again, Basic, Professional, Premium, Advanced Add-on and Remote are available for Horizon Cloud on IBM.
3. Input the quantity for the deployment service.
4. You have now completed the configuration of a Horizon Cloud on IBM order. When you have completed the configuration of the license, capacity add-ons and deployment, click on “Review Order” to move to the next step.





Review Order Details

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Preview Order

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

1. Review the service configuration.
2. Review any add-on and quantity you purchased.
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.

Purchase a Subscription Service Account Name: 666653645-VMW Test Service Provi... DAAS_12641893 Help

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT COMPLETE

Review Core Service configuration.

Service	VMware Horizon Air	Storage	VMware Horizon	QTY 50 Named User. Includes access to cloud control plane and the ability to select between on-premises or hosted infrastructure. For on-premises infrastructure deployments (EULA Bound), customer must supply virtualization software.
Term & Pay for Only	12 months - Monthly		Cloud Named User	
What You Use			Core	
Service Type	VMware Horizon Cloud	Aggregator	VMW Test Aggregator	
	Named User Core	Currency	U.S.Dollar (\$)	
Region	All	Monthly Cost	\$820.00 / month	

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Extended Cost
VMware Horizon Cloud Standard Capacity				
VMware Horizon Cloud Service - Japan - Addon Subscription for Standard Capacity	2	Monthly	\$16.00 / month	\$32.00 / month
Japan Data Center - Qty 1x Standard Capacity (1vCPU, 2GB vRAM, 30GB HD). VMware hosted capacity includes a public IP				

Hide calculations

Due Now	\$972.00
Core Service Monthly Cost	\$820.00
Add-On Monthly Cost	\$152.00
This Service Monthly Cost	\$972.00 / month
Core Service Monthly Cost	\$820.00 / month
Add-on Service Monthly Cost	\$152.00 / month
Total Order Commitment	\$11,664.00
Core Service Monthly Total (12 months)	\$9,840.00
Total Cost of Add-ons	\$1,824.00

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

☐ I agree to the Terms & Conditions

Back Click to add end customer information Submit Cancel



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



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



Purchase Confirmation

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

- Horizon Cloud on IBM
- Horizon Cloud on Azure
- Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



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.



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support



Order Booked Confirmation Email

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

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

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

Next, the Horizon Operation Team or your VMware Account team will contact you to complete the next steps needed to support on the deployment and on-boarding of your Horizon service.

You can proceed to the [provision section](#) of this handbook.

vmware

Provisioning Request Confirmation

Hello,

Your provisioning request has been received and is being processed.

PROVISIONING REQUEST CONFIRMATION

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

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

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

Deliver To:

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

Ship To:

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

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





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Horizon Cloud on IBM

Horizon Cloud on Azure

- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Configuring a Horizon Cloud on Azure Order

Next, we will focus on how to place a Horizon Cloud on Azure thru the MyVMware tool. Once you have selected “Horizon Subscription or Horizon Cloud” from the “New Service” menu, you will see the “Configure Service” page.

The first step is to select the Horizon Universal License for Horizon Cloud.

1. Select “All” for Region to purchase Horizon services under Service Type.
2. The options in the orange box are for **Horizon Cloud** products. Select only these options to purchase Horizon Cloud licenses. Please note that there are 5 user license options under this category..
 - **Horizon Cloud - Named User**
 - **Horizon Cloud - Concurrent User**
 - **Horizon Cloud Apps - Named User**
 - **Horizon Cloud Apps - Concurrent User**
 - **Horizon Cloud for Workspace ONE Advanced - Named User**
3. The options in the grey box are for **Horizon 7 Subscription (without vSphere)** products. You should not be selecting these options if you are purchasing Horizon Cloud. Please note that there are 4 options under this category:
 - **Horizon 7 Subscription - Named User**
 - **Horizon 7 Subscription - Concurrent User**
 - **Horizon 7 Apps Subscription - Named User**
 - **Horizon 7 Apps Subscription - Concurrent User**

Select License Type for Horizon Cloud

Program Overview

Business Process

End-to-end Flow

Join the MSP Program

Get Trained on Desktop

Commit to a MSP Spend

Order Desktop Services

Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

Provision Service

Complete Monthly Reports

Invoice and Billing

Support

1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

Configuring a New Horizon Cloud Service

Now let's continue the configuration and ordering for a Horizon Cloud Service:

1. Select "All" for Region to configure a Horizon Cloud Service
2. Under "Service Type" select the **VMware Horizon Cloud** user license type.
 - o **Named User** is one dedicated user per license. Per named user (NU) is recommended for virtual environments with staff that require dedicated access to virtual machines throughout the day.
 - o **Concurrent User** is for a shared license (one user logged in at a time). Per concurrent connection user (CCU) is recommended for virtual environments with a high number of users who share machines throughout the day, such as students and shift workers.
 - o **Horizon Cloud Service for Workspace ONE Advanced** is for partners who have purchased the Workspace ONE product and is looking to add the Horizon Cloud service to integrate into a Workspace ONE Advanced solution.
3. Select the Term length for the Service. Options are available from one month to a 60 month term.
4. Select the Billing Type for the Service – between paying Prepaid, Annually or Monthly basis.
5. The currency is pre-populated by default according to your enabled currency.

Defining Administrator of Service

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

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

my vmware

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

Service: VMware Horizon Subscription or Horizon Cloud

Service Cost (MSRP)
\$665.00 / month
Term: 12 months

1 Region: All - Horizon

2 Service Type: VMware Horizon Cloud Named User Core, VMware Horizon Cloud Concurrent User Core, VMware Horizon Cloud Apps Service - Core Subscription - Named User, VMware Horizon Cloud Apps Service - Core Subscription - Concurrent User, VMware Horizon Cloud Service for Workspace ONE Advanced, Named User Core Service

3 Term: 1 month, 12 months, 24 months, 36 months, 48 months, 60 months

4 Billing Type: Prepaid, Annually, Monthly

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

6 Administrator of Service: Yes, I am the primary administrator of this service

7 CONTINUE CANCEL



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Ordering Incremental Horizon Universal Licenses

Your standard Horizon service will start with a minimum quantity of **50 users** (1). From there you can order additional users and capacity to the service.

1. To add additional Horizon licenses, go to the “VMware Horizon Cloud User Add-On” section. **Please note that Horizon Universal License add-ons are sold in bundles of 10 units each.** So if you order quantity 2 of Add-On licenses in the tool, you are purchasing 20 licenses (2 x 10 units) on top of the 50 licenses that is already part of the initial order for a total of 70.
2. If you need to order incremental licenses, enter the quantity (of bundles of 10) and select the billing type (prepaid, annual or monthly). Otherwise, you can proceed to the next step.

Since you have chosen to bring-your-own Azure infrastructure into this Horizon Cloud service you will not have the option to purchase VMware hosted infrastructure and its associated add-ons. You can move on to select the deployment service.



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Horizon Cloud on IBM

Horizon Cloud on Azure

- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Ordering Deployment Service for Horizon Cloud on Azure

The last step in the configuring process is to order the deployment service for your Horizon order. **Please note that deployment services are mandatory for the initial deployment of each tenant or as required for complex deployment situations.**

For Horizon Cloud on Azure, the following deployment packages are available:

- **Basic**
- **Professional**
- **Premium**
- **Remote**
- **Advanced Add-on**

For specific details on each of the deployment packages, please refer to the [table](#) in this page.

1. To order deployment services, go the “HZINFIVE” section of the configurator.
2. Select the desired option for the deployment service. Again, Basic, Professional, Premium, Advanced Add-on and Remote are available for Horizon Cloud on Azure.
3. Select the quantity for the service.
4. You have now completed the configuration of a Horizon Cloud on Azure order. When you have completed the configuration of the license, capacity add-ons and deployment, click on “Review Order” to move to the next step.



Review Order Details

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
 - Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Preview Order

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

1. Review the service configuration.
2. Review any add-on and quantity you purchased.
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.

Purchase a Subscription Service

Account Name : 666653645-VMW Test Service Provi... DAAS_12641893 Help

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT COMPLETE

Review Core Service configuration.

Service	VMware Horizon Air	Storage	VMware Horizon	QTY 50 Named User. Includes access to cloud control plane and the ability to select between on-premises or hosted infrastructure. For on-premises infrastructure deployments (EULA Bound), customer must supply virtualization software.
Term & Pay for Only	12 months - Monthly		Cloud Named User	
What You Use			Core	
Service Type	VMware Horizon Cloud	Aggregator	VMW Test Aggregator	
	Named User Core	Currency	U.S.Dollar (\$)	
Region	All	Monthly Cost	\$820.00 / month	

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Extended Cost
VMware Horizon Cloud Standard Capacity				
VMware Horizon Cloud Service - Japan - Addon Subscription for Standard Capacity	2	Monthly	\$16.00 / month	\$32.00 / month
Japan Data Center - Qty 1x Standard Capacity (1vCPU, 2GB vRAM, 30GB HD). VMware hosted capacity includes a public IP	edit	edit		

Hide calculations

Due Now 1

Core Service Monthly Cost \$820.00

Add-On Monthly Cost \$152.00

This Service Monthly Cost 1

Core Service Monthly Cost \$820.00 / month

Add-on Service Monthly Cost \$152.00 / month

Total Order Commitment 1

Core Service Monthly Total (12 months) \$9,840.00

Total Cost of Add-ons \$1,824.00

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



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
 - Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



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



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure

- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



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.



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM

Horizon Cloud on Azure

Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Order Booked Confirmation Email

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

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

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

Next, the Horizon Operation Team or your VMware Account team will contact you to complete the next steps needed to support on the deployment and on-boarding of your Horizon service.

You can proceed to the [provision section](#) of this handbook.

vmware

Provisioning Request Confirmation

Hello,

Your provisioning request has been received and is being processed.

PROVISIONING REQUEST CONFIRMATION

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

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

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

Deliver To:

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

Ship To:

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

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





Ordering Horizon 7 Subscriptions

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
- Horizon 7 Subscription**
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Configuring a Horizon 7 Subscription Order

Next, we will focus on how to place a Horizon 7 Subscription order thru the MyVMware tool. Once you have selected “Horizon Subscription or Horizon Cloud” from the “New Service” menu, you will see the “Configure Service” page.

The first step is to select the Horizon Universal License for Horizon 7 Subscription.

1. Select “All” for Region to purchase Horizon services under Service Type.
2. The options in the orange box are for **Horizon 7 Subscriptions** products. These licenses indicate “**(without vSphere)**” as they do not include infrastructure licenses for vSphere, vCenter and vSAN. Select only these options to purchase Horizon 7 Subscriptions licenses. Please note that there are 4 options under this category:
 - **Horizon 7 Subscription - Named User**
 - **Horizon 7 Subscription - Concurrent User**
 - **Horizon 7 Apps Subscription - Named User**
 - **Horizon 7 Apps Subscription - Concurrent User**
3. The options in the grey box are for **Horizon Cloud**. You should not be selecting these options if you are purchasing Horizon 7 Subscriptions. Please note that there are 5 user license options under this category:
 - **Horizon Cloud - Named User**
 - **Horizon Cloud - Concurrent User**
 - **Horizon Cloud Apps - Named User**
 - **Horizon Cloud Apps - Concurrent User**
 - **Horizon Cloud for Workspace ONE Advanced - Named User**



Select License Type for Horizon 7 Subscription

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure

Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Configuring a New Horizon 7 Subscription Order

Now let's continue the configuration and ordering for a Horizon 7 Subscription:

1. Select "All" for Region to configure a Horizon Service
2. Under "Service Type" select the **Horizon Subscription Add-On (without vSphere) user** license type.
 - o **Named User** is one dedicated user per license. Per named user (NU) is recommended for virtual environments with staff that require dedicated access to virtual machines throughout the day.
 - o **Concurrent User** is for a shared license (one user logged in at a time). Per concurrent connection user (CCU) is recommended for virtual environments with a high number of users who share machines throughout the day, such as students and shift workers.
3. Select the Term length for the Service. Options are available from one month to a 60 month term.
4. Select the Billing Type for the Service – between paying Prepaid, Annually or Monthly basis.
5. The currency is pre-populated by default according to your enabled currency.

Defining Administrator of Service

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

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

my vmware

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

Service VMware Horizon Subscription or Horizon Cloud

1 Region All - Horizon

Service Type

- VMware Horizon Cloud Named User Core
- VMware Horizon Cloud Concurrent User Core
- VMware Horizon Cloud Apps Service - Core Subscription - Named User
- VMware Horizon Cloud Apps Service - Core Subscription - Concurrent User
- VMware Horizon Cloud Service for Workspace ONE Advanced - Named User Core Service
- Horizon Subscription Add-on (without vSphere) - Named User**
- Horizon Subscription Add-on (without vSphere) - Concurrent User
- Horizon Apps Subscription Add-on (without vSphere) - Named User
- Horizon Apps Subscription Add-on (without vSphere) - Concurrent User

2

3 Term

- 1 month
- 12 months
- 24 months**
- 36 months
- 48 months
- 60 months

4 Billing Type

- Prepaid
- Annually
- Monthly**

5 Currency U.S. Dollar (\$)

6 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.

- Yes, I am the primary administrator of this service.**
- No, I am not the primary administrator of this service

7

CONTINUE CANCEL



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Ordering Incremental Horizon Universal Licenses

Your standard Horizon service will start with a minimum quantity of **50 users** (1). From there you can order additional users and capacity to the service.

1. To add additional Horizon licenses, go to the “VMware Horizon Cloud User Add-On” section. **Please note that Horizon Universal License add-ons are sold in bundles of 10 units each.** So if you order quantity 2 of Add-On licenses in the tool, you are purchasing 20 licenses (2 x 10 units) on top of the 50 licenses that is already part of the initial order for a total of 70.
2. If you need to order incremental licenses, enter the quantity (of bundles of 10) and select the billing type (prepaid, annual or monthly). Otherwise, you can proceed to the next step.

Since you must bring your own infrastructure for Horizon 7 Subscriptions you will not have the option to purchase VMware hosted infrastructure and its associated add-ons.

3. Click on “Review Order” to move to the next step.
- If you need to purchase Deployment Services for Horizon on VMC, please contact your Sales Manager on how to order Premium On-Boarding Services. For details on deployment packages, please refer to the [table](#) in this page.

my vmware | Home Products Accounts Support

Purchase a Subscription Service

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT 4 COMPLETE

VMware Horizon Subscription or Horizon Cloud
[Change Configuration](#)

Service Cost (MSRP)
\$600.00 / month
Term: 24 months

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

1 Qty 50 Named User. Does not support VMware Horizon Cloud Service. Includes Production support.

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Extended Cost
Horizon Subscription Add-on (without vSphere) - Named User				
VMware Horizon Subscription (without vSphere, vCenter and vSAN) - Add-on Named User Qty 10	0	MONTHLY	\$120.00 / month	\$0.00 / month
Qty 10 Named User. Does not support VMware Horizon Cloud Service. Includes Production support.				
Discounts: Quantity 1+: \$120.00 / month				

Maximum billing rate. Billing rate will be updated based on quantity selected. Bulk discount available.

BACK REVIEW ORDER CANCEL

3





Review Order Details

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
- Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Preview Order

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

1. Review the service configuration.
2. Review any add-on and quantity you purchased.
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.

Purchase a Subscription Service

Account Name : 666653645-VMW Test Service Provi... DAAS_12641893 Help

1 CONFIGURE SERVICE 2 ADD ADDITIONAL CAPACITY 3 REVIEW & SUBMIT COMPLETE

Review Core Service configuration.

Service	VMware Horizon Air	Storage	VMware Horizon	QTY 50 Named User. Includes access to cloud control plane and the ability to select between on-premises or hosted infrastructure. For on-premises infrastructure deployments (EULA Bound), customer must supply virtualization software.
Term & Pay for Only	12 months - Monthly		Cloud Named User	
What You Use			Core	
Service Type	VMware Horizon Cloud	Aggregator	VMW Test Aggregator	
	Named User Core	Currency	U.S.Dollar (\$)	
Region	All	Monthly Cost	\$820.00 / month	

Subscription Service Add-on	Quantity	Billing Type	Billing Rate	Extended Cost
VMware Horizon Cloud Standard Capacity				
VMware Horizon Cloud Service - Japan - Addon Subscription for Standard Capacity	2	Monthly	\$16.00 / month	\$32.00 / month
Japan Data Center - Qty 1x Standard Capacity (1vCPU, 2GB vRAM, 30GB HD). VMware hosted capacity includes a public IP	edit	edit		

Hide calculations

Due Now 1

Core Service Monthly Cost \$820.00

Add-On Monthly Cost \$152.00

This Service Monthly Cost 1

Core Service Monthly Cost \$820.00 / month

Add-on Service Monthly Cost \$152.00 / month

Total Order Commitment 1

Core Service Monthly Total (12 months) \$9,840.00

Total Cost of Add-ons \$1,824.00

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



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
 - Horizon 7 Subscription
- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support

1

Join

2

Train

3

Commit

4

Order

5

Provision

6

Report

7

Invoice

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

1

*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



Purchase Confirmation

Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure

Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



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.



Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
 - Horizon Cloud on IBM
 - Horizon Cloud on Azure
 - Horizon 7 Subscription

- Provision Service
- Complete Monthly Reports
- Invoice and Billing

Support



Order Booked Confirmation Email

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

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

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

Next, the Horizon Operation Team or your VMware Account team will contact you to complete the next steps needed to support on the deployment and on-boarding of your Horizon service.

You can proceed to the [provision section](#) of this handbook.

vmware

Provisioning Request Confirmation

Hello,

Your provisioning request has been received and is being processed.

PROVISIONING REQUEST CONFIRMATION

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

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

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

Deliver To:

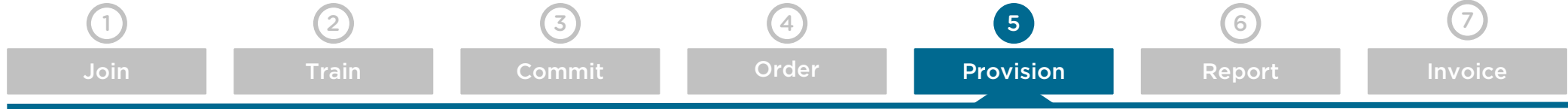
WW SP ACCOUNT |
1 MAIN STREET, STATE, CITY, ZIP

Ship To:

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

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





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services

Provision Service

- Complete Monthly Reports
- Invoice and Billing

Support

Horizon Service On-Boarding

Once your orders has been submitted, the Horizon Cloud Operations and/or your VMware Account team will contact you to initiate the service provisioning activities. A project kick-off call will be schedule to define your new service requirements and settings. It is important that key members of your organization who oversee desktop management attend this meeting as it is crucial to ensure that your service gets provisioned as quickly as possible.

You can see from the table below, what type of service(s) you can expect based on the deployment service that you purchased with your Horizon order.

Service Description	Basic	Premium	Professional	Custom SOWs	Add-On Services
Training and Guidance				Solution Builder (micro-services)	Add-on must be purchased in addition to a Horizon Cloud Deployment by a new or existing customer for additional feature implementation. Scope is ONE of the following services: <ul style="list-style-type: none">User Environment ManagerWorkspace ONE IntegrationAdditional Use Case Implementation (Up to 3 customized images with 5 apps each)Direct Connect
Guided How-To Training	Remote	Remote	Remote		
Documentation	Included	Included	Included		
Training on the Self-Service Portal	Online Materials Only	Online Materials Only	Included		
Horizon Admin Functionality Training	Online Materials Only	Online Materials Only	Included		
Onboarding					
Pre-Onboarding Kickoff	Deployment-Led	Deployment-Led	Deployment-Led		
Standard IPSEC VPN Setup	Included	Included	Included		
Active Directory Domain Bind	Included	Included	Included		
Advanced Networking (Direct Connect, Cloud Exchange, MPLS)		Included	Included		
Engineering Expertise					
VMware Image Pairing and Deployment	1 Image (w/o customization)	Up to 3 images (w/o customization)	Up to 5 images (with customizations)		
Test End-to-End Platform Functionality	Included	Included	Included		
Utility Server Creation (AD / DNS / DHCP / Storage)	Included	Included	Included		
Island Account Setup (If Required)	Included	Included	Included		
RDSH Application Streaming Server			Included		
UEM Persona/Settings, Folder re-direction		Installation only	Included		
Workspace 1 SSO, app catalog, end-user portal			Included		
GPO Optimization			Included		
App Volumes*			*Dependent on Product Support		





Program Overview

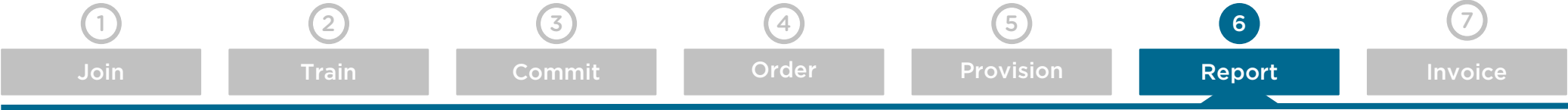
Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service

Complete Monthly Reports

Invoice and Billing

Support



Complete Monthly Reporting Requirements

Once a month, partners need to complete end user reporting inside the [VMware Cloud Provider Commerce 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.

If you have issues accessing the Commerce Portal, please contact: cpsbubo@vmware.com.

Timelines for Monthly Reporting


- **Access Platform after the 5th of Every Month** – Records of consumption of MSP cloud services for the month will be visible to partners on the 10th day of the following month. Example: records for consumption in May will be available to the partner starting June 10th. It is at this time that partners must access the Cloud Provider Commerce Portal to view their usage for the previous month and start completing pending reports.
- **Submit Report by the 10th of Every Month** – Pending reports need to be completed and submitted to your Aggregator by the 15th of every month.

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



**ACCESS
COMMERCE
PORTAL**

Click [here](#) to access the VMware Cloud Provider Commerce Portal or go to the link below:
<https://vcp.vmware.com/login>



VMware Cloud Provider
COMMERCE PORTAL™

☐ First Time Login or Forget Password

LOGIN



Complete and Submit Report

Program Overview

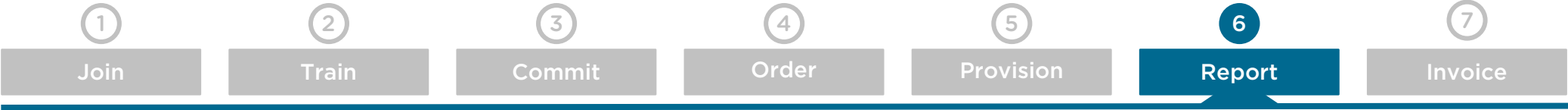
Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service

Complete Monthly Reports

Invoice and Billing

Support

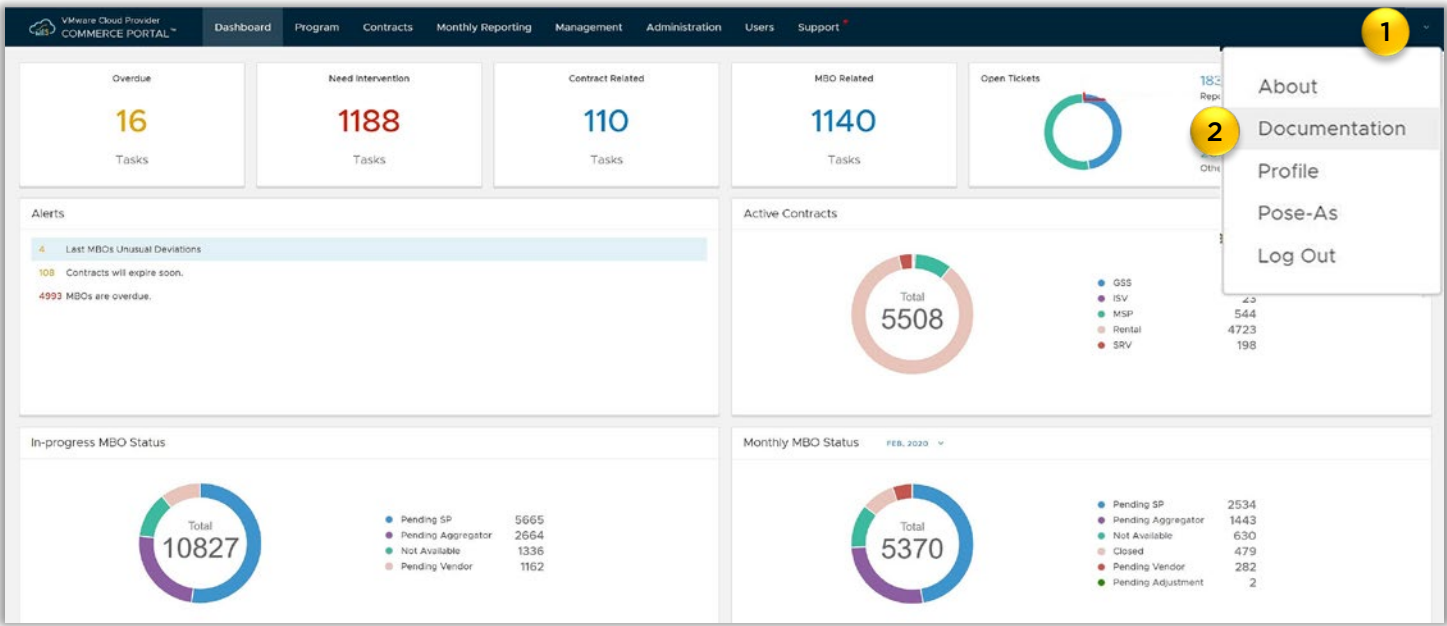


Take Action on Open Reports and Submit Them

All Service Provider partners who participate in VCPP have their monthly billing processed in [Commerce Portal](#). Service Providers use the service to get a consolidated view of their business with VMware and view, report, and submit their usage on a monthly basis to their Aggregator. Once the monthly bills are processed and the invoicing is done, Service Providers get visibility of their consolidated bills across one or more contracts they have with VMware.

Once logged in to the Commerce Portal, you will see pending monthly reports for the services you consumed. These reports require your action to review and get them submitted on time for proper billing thru your Aggregator.

To learn how to process your monthly reporting thru the Commerce Platform, please access the documentation available within the tool by clicking on the down arrow (1) in the main menu and accessing the “Documentation” link (2). Alternative you can also access [VMware Docs](#) for complete [Commerce Portal Documentation](#). They will provide you with detailed instructions on how to process your monthly reports.





Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service
- Complete Monthly Reports

Invoice and Billing

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.

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	2/5/2020	NET 30	4/5/2020
Billing Period	Customer PO#	Monthly MSRP Commit	Discount
01-03-2020 to 31-03-2020	123454-XYZ	\$5000.00	15% off MSRP

MFR SKU	Description	Usage From Date	Usage to Date	Qty	MSRP Price	Net Price (after discount)	SID#
DSD-AD01C-24MT0-CIS	VMware Horizon Air Cloud-Hosted - 1 Gbps Direct Connect with Cross Connect Subscription - US - Direct Connect - 24 monthly Payments	1/1/2020	1/31/2020	2	\$2,120.00	\$1,802.00	M123456789
DSD-ADC01-24AT0-CIS	Horizon Cloud by VMware Blue VMware Horizon Air Cloud-Hosted - Direct Connect 1Gbps Port Subscription - US - Direct Connect - 24 Month - Annual Payments	1/1/2020	1/31/2020	2	\$1,674.00	\$1,373.00	M123456789
Monthly Total					\$3,794.00	\$3,175.00	
Overage (amount over your Monthly Commit)					\$0.00	\$0.00	
Minimum Monthly MSRP Spend					\$5,000.00		
Your total invoice for this period (please pay this amount):						\$4,250.00	



Invoicing for Monthly Consumption

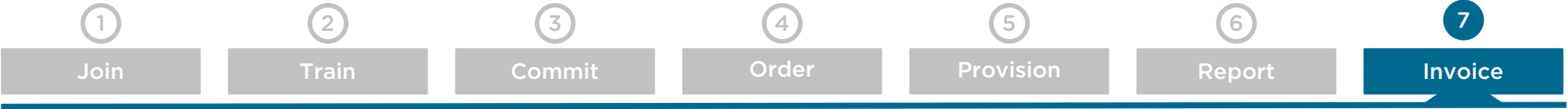
Program Overview

Business Process

- End-to-end Flow
- Join the MSP Program
- Get Trained on Desktop
- Commit to a MSP Spend
- Order Desktop Services
- Provision Service
- Complete Monthly Reports

Invoice and Billing

Support



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)
Ordered Services	1/1/2020	Horizon Cloud Hosted Services	\$8,000	-
Monthly Invoice	2/1/2020	MSP Commit Level 1 Monthly Billing Order (10% discount)	\$5,000	\$4,250
	2/1/2020	MSP Commit Level 1 Overage Charges	\$3,000	\$2,550
		TOTAL INVOICED	→ \$6,800	

2

	Date	Description	Monthly MSRP Amount	Partner Buy Base (after discount)
Ordered Services	1/1/2020	Horizon Cloud Hosted Services	\$2,500	-
Monthly Invoice	2/1/2020	MSP Commit Level 1 Monthly Billing Order (10% discount)	\$5,000	\$4,250
		TOTAL INVOICED	→ \$4,250	



Program Overview

Business Process

Support

Desktop MSP Support Model

SaaS Production Support

MyVMware Tool Resources

Desktop MSP Support



Program Overview

Business Process

Support

Desktop MSP Support Model

SaaS Production Support

MyVMware Tool Resources

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.

VMware Horizon includes support for problems that you report as related to account and desktop/application availability, and selected additional services to assist with adoption of Horizon Cloud. Support may be provided from both U.S. and non-U.S. locations, as appropriate to meet VMware's support obligations.

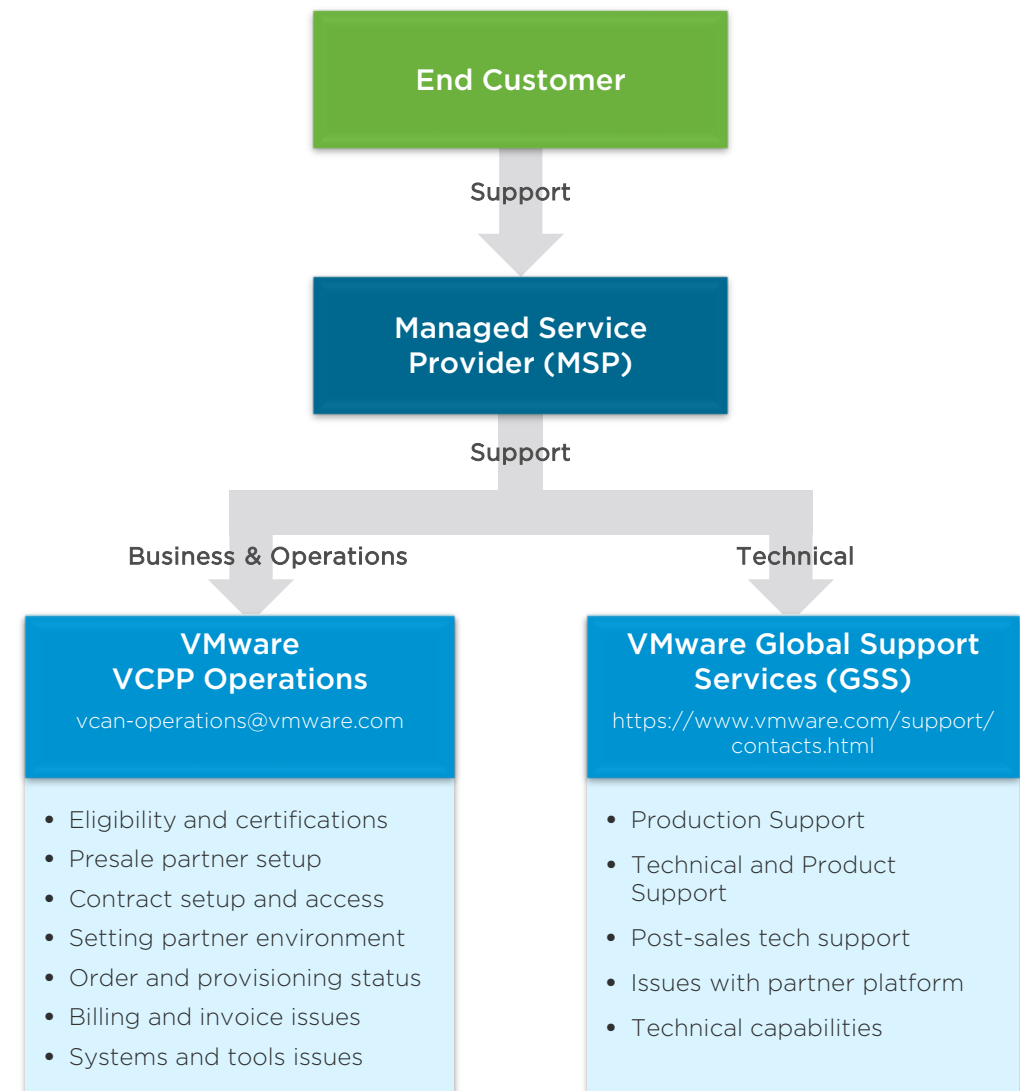
Business and Operations Support

For support for any non-technical issues, please contact the VMware Cloud Provider Program Operations team at vcan-operations@vmware.com.

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

Technical and Product Support

For technical and support on Horizon products, please contact VMware's Global Support Services (GSS) through <https://www.vmware.com/support/contacts.html>.





Desktop MSP Support Levels

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

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



Program Overview

Business Process

Support

Desktop MSP Support Model

SaaS Production Support

MyVMware Tool Resources

Horizon Support Overview

Support for the Horizon products are offered through VMware’s Software-as-a-Service (SaaS) Production Support.

VMware Software as a Service Production Support is designed with your access to SaaS products in mind. We are committed to delivering enterprise-class, worldwide support with a single objective in mind: your success. Our global support centers are staffed around the clock to ensure you have access to the product from your web browser anywhere the internet is available. VMware handles software deployment and maintenance, allowing you to focus on running your business.

Focused, 24-Hour Support For Software as a Service Products

- Global, 24x7 support for Severity 1 issues
- Fast response times for critical issues
- Unlimited number of Support Requests
- Online access to documentation and technical resources, knowledge base, discussion forums
- SaaS updates

Additional Information

Additional information about our support policies and offerings can be found in our [Technical Support Welcome Guide](#).

FEATURE	SaaS PRODUCTION SUPPORT
Hours of Operation	24 hours/day 7 days/week 365 days/year
Length of Service	1, 2 or 3 year
SaaS Updates	Yes
Products Supported	Horizon 7 Subscription / Horizon Cloud
Method of Access	Telephone, Web
Access to VMware Discussion Forums and Knowledge Base	Yes
Maximum Number of Technical Contacts per Contract	6
Number of Support Requests	Unlimited
Business Hours North America Alaska, Hawaii Latin America Europe, Middle East, Africa (EMEA) Asia, Pacific Rim Japan (APJ) Australia/New Zealand	Monday - Friday 6 a.m. to 6 p.m. (local time zone) 6 a.m. to 6 p.m. (PST/PDT) 9 a.m. to 6 p.m. (local time zone) 7 a.m. to 7 p.m. (GMT/GMT+1) 8:30 a.m. to 8:30 p.m. (Singapore Time) 8:00 a.m. to 8:00 p.m. (JST) 7 a.m. to 7 p.m. (Sydney AET)
Target Response Times Critical (Severity 1) Major (Severity 2) Minor (Severity 3) Cosmetic (Severity 4)	30 minutes or less: 24x7 4 business hours 8 business hours 12 business hours



Program Overview

Business Process

Support

Desktop MSP Support Model

SaaS Production Support

MyVMware Tool Resources

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.	Go to Article
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	Go to Article
How to invite new users to an account in MyVMware	Provides steps to invite new users to an account in MyVMware.	Go to Article
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.	Go to Article
Searching for a user in MyVMware	Provides steps to search for a user in MyVMware.	Go to Article
Understanding user permissions in MyVMware	Provides general information about users and permissions in MyVMware.	Go to Article
How to view user permissions in MyVMware	Provides detailed steps to view user permissions in My VMware.	Go to Article
How to edit user permissions in MyVMware	Provides detailed information on editing user permissions in MyVMware.	Go to Article
How to copy user permissions in MyVMware	Provides detailed steps on how to copy user permissions in MyVMware.	Go to Article
How to request folder permissions in MyVMware	Provides steps for users on the account who need additional folder permissions in MyVMware.	Go to Article



vmware®