

Getting Started with VMware Cloud Provider Hub as a Service Provider

VMware Cloud Provider Hub

You can find the most up-to-date technical documentation on the VMware website at:

<https://docs.vmware.com/>

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What is VMware Cloud Provider Hub

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VMware Cloud Provider Hub™ is a central point for VMware Cloud Provider Program (VCP) Service Provider partners to offer managed VMware Cloud services to their end users.

VMware Cloud Provider Hub 2.0 supersedes Managed Service Platform 1.x which is now deprecated.

Cloud Provider Hub offers multi-cloud services and life-cycle controls, allowing Service Providers to purchase, provision, and manage VMware Cloud services to end customer tenant organizations.

You onboard to VMware Cloud Provider Hub as a service provider administrator or a tenant administrator and use the portal from the context of a service provider or tenant organization.

A Service Provider is a VMware partner who purchases VMware Cloud services and provisions them to end customers. As a Service Provider, you create tenant organizations for your customers, provision services to their tenant organizations, and manage the service access of tenant organizations. You own the relationship with your tenants and are in full responsibility for managing their service life cycle and their monthly billing.

A tenant is an end user that enters a relationship with a Service Provider and purchases services directly from the Service Provider. As a tenant, you use VMware Cloud Provider Hub as your central point of access, purchasing, billing, and support for services provisioned to you.

VMware Cloud Provider Hub allows you to use [VMware Cloud on AWS](#), [VMware vRealize Log Insight Cloud](#), [VMware Cloud Marketplace](#), and [VMware vRealize Automation Cloud](#) with the option to extend your service offerings to the marketplace services.

You can also provision CloudHealth by VMware but all management is done from the CloudHealth Partner Platform.

The screenshot displays the VMware Cloud Provider Hub interface. At the top, the VMware logo and 'VMware Cloud Provider Hub' are on the left, and the user's name 'Adam Smith' and role 'Master Organizat...' are on the right. A navigation bar includes 'Services', 'Tenant Management', 'Identity & Access Management', 'Billing & Subscriptions', and 'Support Center'. The main content area starts with a 'Welcome, Adam' message. Below this, there are two sections: 'Services Provisioned for You' and 'Services Available for Provisioning'. The 'Services Provisioned for You' section contains two cards: 'VMware Log Intelligence' (describing log analysis) and 'VMware Cloud on AWS' (describing SDDC technologies on AWS). The 'Services Available for Provisioning' section contains three cards: 'MSP-HELM-DEPLOYMENT-117444 - ...' (Service definition for MSP), 'Agender Regulatory Affairs Manag...' (Agender Regulatory Affairs Manager Goose: gated), and 'Agender Software Test Engineer C...' (Agender Software Test Engineer Camel: gated). Each card has an 'OPEN' button at the bottom.

How does Cloud Provider Hub work

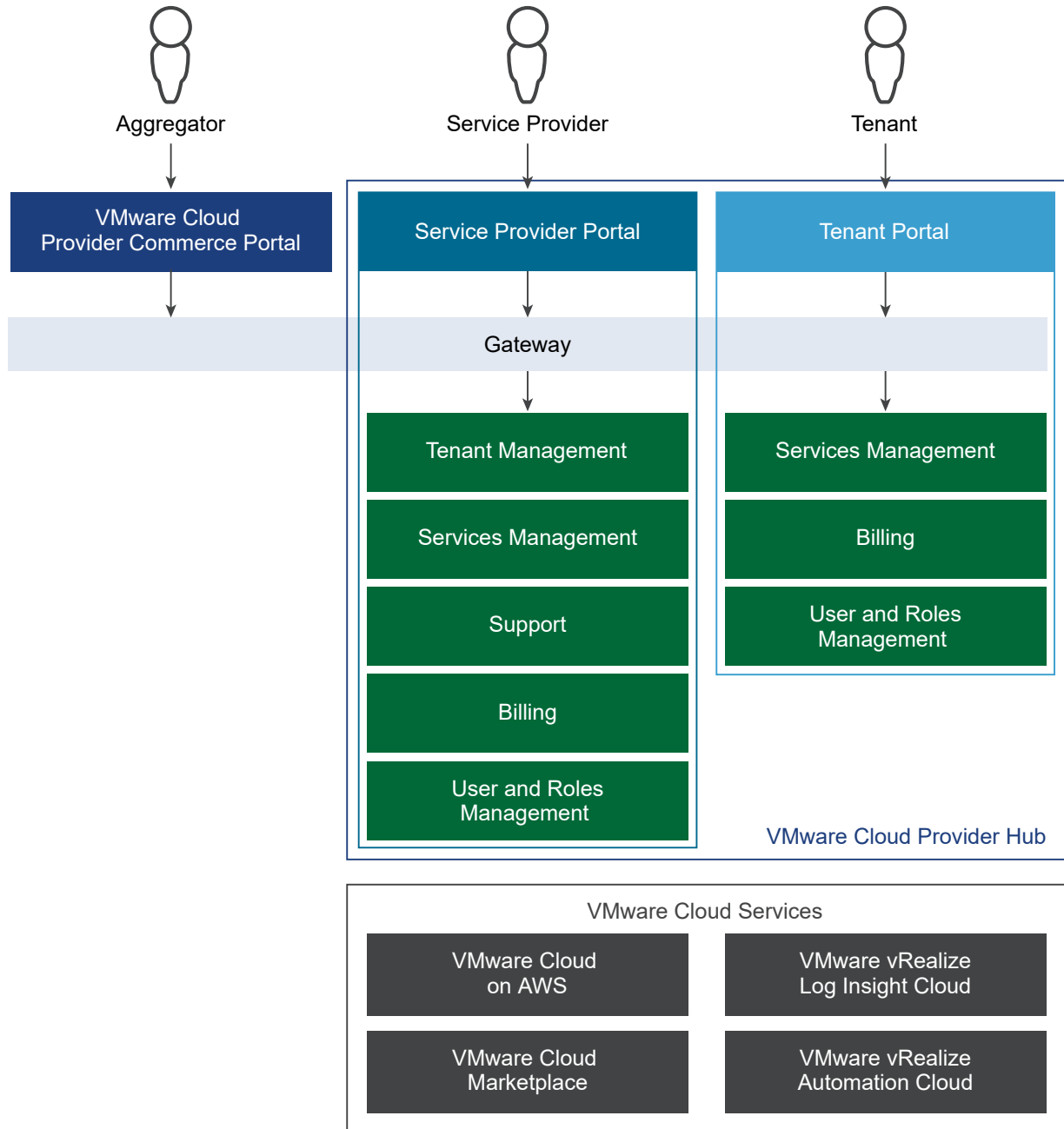
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VMware Cloud Provider Hub connects with VMware Cloud Provider Commerce Portal to allow Service Provider partners to onboard the service with a provider organization and start provisioning VMware Cloud services to their customer tenant organizations.

As a Service Provider, you create tenant organizations for your customers, provision VMware Cloud services to their organizations, and manage their level of access to provisioned services.

You and your tenants use the management functionalities offered in Cloud Provider Hub to manage the user base in your provider or tenant organizations and to maintain the lifecycle of the provisioned VMware Cloud services.

The following diagram is an overview of the services that are part of the Cloud Provider Hub environment.



- VMware Cloud Provider Commerce Portal - As a Service Provider that is part of the VMware Cloud Provider Program, you set up commit contracts for supported services with an Aggregator in VMware Cloud Provider Commerce Portal. Once a commit contract for a service is set up and active, the service becomes available for provisioning in Cloud Provider Hub.

You set up a new commit contract for every additional VMware Cloud service you want to provision.

- VMware Cloud Provider Hub - The single point of access and management for Service Providers and tenants. Depending on your role, you log in from the context of a provider organization or a tenant organization with different management capabilities.
- VMware Cloud services - The pool of VMware Cloud services supported in Cloud Provider Hub for which you can sign a commit contract and provision for your tenants:
 - VMware Cloud on AWS
 - VMware vRealize Log Insight Cloud
 - VMware Cloud Marketplace
 - VMware vRealize Automation Cloud

How Service Providers use Cloud Provider Hub

As a Service Provider, you use Cloud Provider Hub to:

- Onboard tenants and provision services for them.
- Manage the lifecycle of services.
- Manage user access and tenant access to specific services.
- View the service usage of your tenants.
- Impersonate as a tenant and manage their services and user access.
- Create support requests and view all logged tickets on behalf of your tenants.

How tenants use Cloud Provider Hub

As a tenant, you use Cloud Provider Hub to:

- Consume the services provisioned to you.
- Manage your tenant organization's users and their roles.
- View your service usage accumulated for a given time period.

Before you begin with Cloud Provider Hub

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Before you start working with Cloud Provider Hub, you must meet certain prerequisites so that you can onboard with your provider organization and start provisioning services to your tenants.

Use this checklist to help you set up before you begin onboarding to the service.

To...	You need...
Log in to Cloud Provider Hub	A VMware ID. Set up a My VMware account by using your corporate email address.
Receive an onboarding invitation email	At least one active commit contract for a Cloud Provider Hub supported service in VMware Cloud Provider Commerce Portal.

How do I set up Cloud Provider Hub

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As a Service Provider, to onboard to Cloud Provider Hub, you must have an active commit contract for a Cloud Provider Hub supported service in VMware Cloud Provider Commerce Portal. Then you create your provider organization and access Cloud Provider Hub through the context of your organization.

You set up a commit contract as a payment method in VMware Cloud Provider Commerce Portal and then continue with onboarding to Cloud Provider Hub through the VMware Cloud Services portal.

When you sign your first commit contract for a service supported in Cloud Provider Hub, you receive an invitation email which contains your onboarding link. After you onboard to Cloud Provider Hub with your provider organization, you create tenant organizations for your customers and manage their service access, user access, usage, billing, and support.

This chapter includes the following topics:

- [How do I onboard my provider organization](#)

How do I onboard my provider organization

You onboard to Cloud Provider Hub by creating a provider organization and associating it with a commit contract. Once created, you access Cloud Provider Hub from the context of your provider organization.

When you sign a commit contract for a Cloud Provider Hub service for the first time, you receive an invitation email which contains your onboarding link.

Prerequisites

- Verify that you have an active commit contract associated with an Aggregator that exists as a payment method in VMware Cloud Provider Commerce Portal. The commit contract must be associated with a valid email address. If the email address is incorrect, you must activate a new commit contract with the correct email address.
- You have a My VMware ID.

Procedure

- 1** Locate your onboarding invitation mail from VMware and click the invitation link.
The invitation is valid for 30 days from its creation and can be used only once.
The VMware Cloud Services portal opens.
- 2** Log in with your My VMware credentials.
- 3** Enter a name for your provider organization and confirm that you accept the Cloud Provider Hub terms of service.
- 4** (Optional) If you want to license the latest eligible Microsoft software products to provide software services and hosted applications to end customers, confirm that you accept the Microsoft Software Services Reseller Agreement.
- 5** Click **Continue**.
- 6** Select the commit contract you want to associate with your provider organization, review the payment information, and click **Continue**.
Ensure that you are associating the right commit contract with your provider organization as changes are not possible afterwards.
- 7** Enter the information for your provider organization and click **Create**.
The Tag text box allows you to define the organization through a key-value pair and query it through the Cloud Provider Hub APIs.
You have successfully onboarded to Cloud Provider Hub and can now access the service with your My VMware credentials from the context of your provider organization.

Results

On the **Services** tab of the Cloud Provider Hub portal, you see all services that you signed a commit contract for under **Services Available for Provisioning**.

You are assigned the **Provider Administrator** role by default visible under **Identity & Access Management > Users**.

Note To add another VMware Cloud service, you must sign a commit contract for it in VMware Cloud Provider Commerce Portal.

What else can I do with Cloud Provider Hub

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As a Service Provider, you use Cloud Provider Hub to provision and manage VMware Cloud services to the tenant organizations of your customers.

To learn about...	See...
Managing users and their roles in your provider organization as a Service Provider	How do I manage user roles in my provider organization
Creating tenant organizations	How do I create a tenant organization
Managing users and their roles in a tenant organization as a provider administrator or a tenant administrator	How do I manage user roles in tenant organizations
Provisioning a service for a tenant organization	How do I provision services for a tenant
Managing the service access of tenant organizations	How do I manage service access for a tenant organization