**Zerto Service Provider Cloud Control - Tenant Registration**

At the link below, Zerto Managed Service Provider partners can now register their customers with Zerto!

**How do I register my customers?**

For details on how to complete the registration process, please see <LINK TO MICHAEL’S DOCUMENT>. This document outlines the process to register your customer’s business information to the corresponding ZORG you have deployed in your services via Zerto’s Cloud Control Tenant application.

**Why should I register my customers?**

By registering your customers, Zerto will be able to associate the customer with your organization in Zerto’s business systems. This allows you to take advantage of the different product types, and the costs associated with those product types, on a per-customer basis. This data also helps align the different teams at Zerto with your team so that we can provide the best experience for your customer together.

**What are the different product types available to my tenants?**

When registering, a product type can be chosen. This will impact how Zerto bills you for this customer’s usage of the software. The different product types are:

1. **Software Subscription**: Zerto Virtual Replication (ZVR) provides replication for virtual machines that are hosted at a customer site or hosted within your service provider site.
   1. Usage for this ZORG is billed at the provider’s regular rate. (list $30)
2. **Multi Cloud**: ZVR Multi-Cloud (MC) extends a tenant’s ZVR protection to include access to the One-to-Many and Long-Term Retention features.
   1. Usage for this ZORG is billed at the provider’s premium rate. (list $39)
   2. Zerto’s Cloud Account team will be notified and will likely reach out to you as a DRaaS-E license may be required for your customer.
3. **Enterprise Cloud Customer**: Enterprise Cloud Customers (ECC) with an existing perpetual ECE license and a valid maintenance and support agreement for such a license with Zerto, who will now be using a Service Provider for replication for one of their sites
   1. Usage for this ZORG up to the number of VMs the customer is licensed for is billed at $0.
   2. Usage above the licensed amount will be billed at the provider’s premium rate. (list $39)
4. **Migration**: Migration is to be used for customer workloads that will be migrating to, from, or within your cloud sites. Once the customer's migration is complete, the ZORG's product type should be updated to better reflect their ongoing services.
   1. Usage for this ZORG is billed at the provider’s regular rate. (list $30)

**Why does Zerto require an email address from my customer’s email domain?**

Zerto uses the customer’s email domain from the address you provide to help align your customer with Zerto’s business systems. The full email address will only be stored and visible in Zerto Cloud Control – Tenants. The full email address will not be contacted regarding this registration and is only used for validation purposes via this application. Zerto recommends using a non-personal email address such as, “help@customer.com” or “info@customer.net,” where the email domain reflects your customer’s actual email domain.

**I am trying to register my customer however the email address is failing validations.**

Please reference this knowledge base article or reach out to your cloud account team for assistance: <https://www.zerto.com/myzerto/knowledge-base/email-validation-fails-in-zerto-cloud-control-tenants-and-cannot-be-saved/>

**Zerto Service Provider Cloud Control - Tenant Registration**

Zerto Managed Service Provider partners can now register their customers with Zerto! (CTA button will be added: <https://cloudcontrol.zerto.com/tenants>)

**Benefits to Registering Your Customers**

* Zerto will be able to associate the customer with your organization in Zerto’s business systems. This allows you to take advantage of the different product types and the costs associated with those product types on a per-customer basis.
* Helps align the different teams at Zerto with your team so that we can provide the best experience for your customer together.
* By registering your customer as an Enterprise Cloud Customer, Zerto billing will validate the customer’s active maintenance and support contract so that the customer’s usage up to their licensed amount will be billed to you at **zero** **dollars.** Note that the customer’s usage must not exceed their licensed number of VMs and that their maintenance and support contract must be current.
* Access to LTR and O2M which may possibly require a draas-e key (this part is not new; this part will likely also be billed at $30 in the near future as we are announcing at the launch webinar next week)

**How to Register Your Customers**

* For details on how to complete the registration process, please see Tenants Registration How To guide here.

**Learn More**

* If you’re trying to register your customer and the email address is failing validations, please reference this knowledge base article [here](https://www.zerto.com/myzerto/knowledge-base/email-validation-fails-in-zerto-cloud-control-tenants-and-cannot-be-saved/). Alternatively, you may reach out to your Cloud account team for assistance.

**Justin could these items below be moved to an FAQ or do you want them on the page?**

* **We could have a statement under the Learn More section:** 
  + **Learn about the different product types, what they do and how they are billed here.**
* **Mike if you like this**

**Will the 2nd question be answered in the knowledge base article?**

**Different product types available to tenants**

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|  |  |  |
| --- | --- | --- |
| **Product Type** | **Description** | **Usage for ZORG** |
| **Software Subscription** | Zerto Virtual Replication (ZVR) provides replication for virtual machines that are hosted at a customer site or hosted within your service provider site. | Billed at the provider’s regular rate. (list $30) |
| **Multi-Cloud** | ZVR Multi-Cloud (MC) extends a tenant’s ZVR protection to include access to the One-to-Many and Long-Term Retention features.  *Note: Zerto’s Cloud Account team will be notified and will likely reach out to you as a DRaaS-E license may be required for your customer.* | Billed at the provider’s premium rate. (list $39) |
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* Zerto recommends using a non-personal email address such as, “[help@customer.com](mailto:help@customer.com)” or “[info@customer.net](mailto:info@customer.net),” where the email domain reflects your customer’s actual email domain.