

HORIZON CLOUD ON MICROSOFT AZURE - FAQ

Q. What is Horizon Cloud on Microsoft Azure?

A. Horizon Cloud on Microsoft Azure provides customers with the ability to pair their existing Microsoft Azure infrastructure with the VMware Horizon® Cloud Service™.

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

Q. Why are we offering Microsoft Azure support for Horizon Cloud?

A. VMware is dedicated to helping customers accelerate their move to the cloud by providing a range of deployment options that make it easy to transition at their own pace. Support for Microsoft Azure cloud is the next step in realizing this vision. As one of the fastest-growing Infrastructure-as-a-Service providers, Microsoft Azure helps support our multi-cloud strategy, allowing customers to host virtual desktops and apps across more datacenters and more locations. Microsoft Azure also brings with it hourly billing, attractive SPLA licensing, compliance with industry mandates such as HIPAA and PCI, and world-class SLAs.

Q. What features does Horizon Cloud support on Microsoft Azure infrastructure?

- A. • Application & Desktop Delivery
- Ability to deliver virtual applications and Windows 10 desktops on Microsoft Azure while leveraging cloud resources
 - Dedicated and floating desktops are available with VDI
- Cloud-based Management Console
- Intuitive Horizon Cloud management console to manage remote and virtual desktops, apps and users on Microsoft Azure in one place
 - Built-in Monitoring Service with logs, notifications and analytics

- User Experience & Access
 - Identity-based end-user catalog access via Workspace ONE
 - Secure remote access for end-users with integrated Unified Access Gateway
 - Support for VMware Blast Extreme, BEAT protocol, Skype for Business and much more
- Power Management
 - Ability to track and manage Microsoft Azure capacity consumption to keep costs low
- Support
 - Enterprise-grade, 24-7 support from VMware for the Horizon Cloud service
- Graphics Support
 - Support for graphics-intensive workloads on Microsoft Azure GPU-enabled infrastructure
- Support for Microsoft Azure Government
 - Azure Government infrastructure for US public sector entities requiring isolated infrastructure
- Health Alerts
 - Manage resource usage. Alerts displayed when one or more of the following parameters is at or above a set threshold value: CPU usage percentage, memory usage percentage, and disk latency
- Auto-agent update
 - Agent Auto Update (AAU) to easily update agents via the Horizon Cloud management console
- Security with Two Factor Authentication
 - Support for RADIUS based authentication when accessing your desktops and applications over the internet
- Helpdesk
 - Intuitive web application designed for support staff and admins to easily look up user sessions, troubleshoot problems and perform desktop maintenance operations such as restart or reset desktops

Q. In what markets is Horizon Cloud on Microsoft Azure available?

A. Horizon Cloud is available globally for Microsoft Azure deployments. A list of available Microsoft Azure regions can be found [here](#).

Q. Does Horizon Cloud support multi-tenancy?

A. Yes, Horizon Cloud is a multi-tenant service.

Q. Does Horizon Cloud support vGPU-accelerated applications and desktops?

A. Horizon Cloud supports vGPU-accelerated Microsoft Azure infrastructure to deliver secure, immersive 3D graphics to RDS-hosted apps and session-based desktops.

Q. What devices or end points can I use to access my desktops?

A. With Horizon Cloud you can use any device, anywhere to access your desktop and applications. This includes thin clients, zero clients, PCs, Macs, iPads, Android devices, smartphones, Amazon Kindle Fires, and Google Chromebooks.

Q. What display protocol does Horizon Cloud use?

A. Horizon Cloud supports VMware Blast Extreme and Teradici PCoIP protocols for a premium end-user experience. In addition, with Horizon clients, you get a great end-user experience across networks and devices with support for unified communications, USB devices, 3D, multimedia and gestures.

Q. What is the difference between Blast Extreme and PCoIP?

A. Blast Extreme is a new display technology built on the H.264 protocol. It offers customers an additional means by which their virtual desktops and apps can be remotied to their client device. Horizon Cloud continues to support devices that leverage PCoIP, and with the addition of Blast Extreme, customers can choose the display technology that best fits their use cases.

Q. Does VMware offer managed infrastructure on Microsoft Azure or will customers attach their own Microsoft Azure infrastructure to the Horizon Cloud control plane?

A. Customers need to attach their own Microsoft Azure account to the Horizon Cloud service. At this time, we are not planning to provide a VMware-managed infrastructure option for Microsoft Azure. However, partners will be able to provide managed solutions on Microsoft Azure for customers looking for that option.

Q. How is Horizon Cloud sold?

A. Horizon Cloud is available in two subscription models:

- Per named user (NU) – For virtual environments with staff that require dedicated access to virtual machines throughout the day.
- Per concurrent connection (CCU) – For virtual environments with a high number of users who share machines throughout the day, such as students and shift workers.

You then purchase Horizon Cloud hosted infrastructure directly from VMware or bring your own Microsoft Azure to host your virtual desktops and applications.

Q. Where can I get pricing information for Horizon Cloud?

A. Horizon Cloud is based upon a monthly subscription model. The latest pricing information for Horizon Cloud user licenses and hosted infrastructure options can be found [here](#).

Q. How do I buy Horizon Cloud?

A. You can purchase Horizon Cloud directly from VMware or your preferred reseller. Please contact VMware Sales to learn more.

Q. How is Microsoft Azure hosting purchased for new customers to Microsoft Azure that are purchasing Horizon Cloud?

A. Microsoft Azure hosted infrastructure can be purchased from customers' existing Microsoft resellers.

Q. Can I buy Horizon Cloud and Microsoft Azure services together?

A. Customers may purchase both Microsoft Azure and Horizon Cloud together through the channel with many Microsoft and VMware resellers.

Q. Where can customers get more details?

A. Customers and partners interested in learning more about this new offering can visit the [Horizon Cloud page](#), or visit our [Microsoft alliance page](#).

