



VMware Horizon Cloud Deployment Professional Edition Service

At a glance

VMware Horizon Cloud Deployment Professional Edition Service provides rapid implementation and configuration of your VMware Horizon Cloud on Microsoft Azure virtual desktop solution.

Key benefits

- Rapid implementation of your virtual desktop solution using proven methodology and best practices
- Configuration and validation of your virtual desktop use cases
- Knowledge transfer for operating the solution

SKUs

HAH-DEPRO-1TCT0-C1S

HAH-DEPRO-1TCT0-A1S

Service Overview

VMware Horizon® Cloud Deployment Professional Edition Service provides rapid implementation and configuration of your VMware Horizon® Cloud™ on Microsoft Azure virtual desktop solution. VMware Professional Services proven methodology and best practices ensure rapid, accurate, and successful implementation for secure delivery of virtual desktops and apps.

Engagement Timeline

This service typically takes 4-6 weeks to fully deliver the pre-defined scope. The estimated timeline for the engagement is outlined below. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and the VMware Deployment team.

Initiate

- Introduction meeting
- Scope definition and success criteria

Plan

- Technical architecture definition
- Customer completes technical prerequisites

Execute

- Solution design
- Configuration and validation of Customer use case
- Knowledge transfer

Close

- Environment check and wrap-up

Change Management

Should the scope of the initiative change, VMware will document the change and provide in writing a “change order” document to the Customer requesting confirmation of the change and any applicable costs associated with the agreed upon change.

Responsibilities

All VMware and Customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

- **Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the Customer project team.
- **Joint Owners = VMware and Customer's Project Team:** Both are jointly responsible for the delivery of the component.
- **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

Service Assumptions

1. The Customer is responsible for licensing of all operating systems, applications and software deployed on the Horizon Cloud platform.
2. ExpressRoute (requires interaction with a telecommunications service provider for dedicated connectivity between Customer premises and the Horizon Cloud tenant environment).
3. Low-complexity applications are defined as simple applications that install in standard Windows locations, do not depend on other applications, and have limited integration with operating system components. Examples include Mozilla Firefox, Ipswitch WS_FTP, and Google Chrome.
4. Customer provides access to technical resources with expertise in the following areas:
 - Desktop engineering
 - Network/security
 - Active Directory
 - Application Management
5. Customer must provide requested information related to Active Directory for authentication.
6. Review of the portal will be provided throughout the configuration.
7. VMware and the Customer's project management will work closely together to ensure that project scope remains consistent, and issues are resolved on a timely basis. VMware will not provide a project manager as a role of this service.
8. All work, documentation and work product(s) will be conducted remotely during VMware local business hours and will be provided in English.
9. The staffing for this datasheet assumes all work will be completed within twelve (12) weeks of project initiation. Should the duration of the

engagement be extended, or should the product scope materially change, a formal change request may be adopted.

10. Statement of Work is deemed to be complete upon any of the following:
 - Completion of all service deliverables below
 - Up to a maximum of twelve (12) weeks after the initiation of Phase 2: Plan.
 - Up to a maximum of one calendar year from purchase date; service expires after twelve (12) months
 - If the services were purchased using PSO credits the services expires the same time the credits expire unless a credit extension is requested. Work with your Account Executive to determine a plan for all remaining credits on the account and request an extension.
11. The Customer is responsible for purchasing Microsoft Azure hosting for setup with Horizon Cloud.
12. The Customer is responsible to attach their own Microsoft Azure subscription to the Horizon Cloud.
13. The Customer is responsible for determining their Microsoft Azure deployment model and the subscription type.
14. Verify that the Network Security Group is configured to allow access to and from the Horizon Cloud environment.
15. Customer provides the necessary information for the Horizon Cloud environment to be configured properly.
16. The Customer is responsible for allocating IP address space for the Horizon Cloud tenant environment in the corporate network.
17. The Customer is responsible for configuring three (3) non-overlapping subnets reserved in CIDR format (created on VNet during Horizon Cloud deployment)
 - Management subnet – /28 minimum
 - Tenant subnet – /28 minimum with /24 - /22 preferred, based on number of RDS servers
 - DMZ subnet – /28 minimum when Unified Access Gateway is deployed (optional)
18. Access method to Horizon Cloud desktops must be identified from the trusted corporate network only or allow direct access from the Internet.
19. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.

Out of Scope

1. Customer-specific customization for VMware Identity Manager is out-of-scope of this service.
2. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this service.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this service.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this service.
5. Deployment to clients over low-speed or high-latency networks is out-of-scope of this service.
6. Custom documentation, architecture diagrams or Project Management are out-of-scope of this service.
7. 3D or Rich Media Services integration, including vSGA/vDGA solutions, webcams / telephony solutions, Lync, or other third-party collaboration products/solutions as well as implementation or integration of printers, headsets, microphones, or peripherals (USB or otherwise) is out-of-scope of this service.
8. Design, implementation, or integration of VMware ThinApp®, Persona Management, or any other VMware product not already explicitly listed is out-of-scope of this service.
9. Implementation or integration of multifactor authentication technologies is out-of-scope of this service.
10. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this service.
11. Formal training is out of scope of this service.
12. Items not included as a part of the Solution Design will be considered out-of-scope of this service.

Service Deliverables

ID	Description	Tool/Delivery	Primary Owner	Comments
Phase 1 (INITIATE)				
1.1	Register on VMware Customer Connect	VMware Customer Connect	Customer	Required to access resources and Customer downloads
1.2	Review datasheet	Datasheet	Customer	Understand service assumptions and scope
1.3	Discuss Technical Architecture and Deployment Workbook requirements	Online Deployment Workbook	VMware	Review Datacenter preference, VPN Setup, and architecture
1.4	Identify RDSH OS versions for implementation	Images for Deployment	VMware	Discuss RDSH Servers to be implemented out of the supported models
1.5	Complete and submit the required architecture and deployment information requested by VMware	Architecture and Deployment information	Customer	Online Deployments Workbook required for tenant provisioning
Customer requirements to proceed to the Network Setup and Capacity Order Phase				
1.6	Determine and obtain Microsoft Azure deployment model and subscription	Microsoft Azure Subscription	Customer	Customer obtains their Microsoft Azure deployment model and the subscription type from Microsoft
Phase 2 (PLAN)				
2.1	Validate access to VMware Horizon Cloud Admin Portal	Admin Portal Access	VMware	
2.2	Deploy a Node for VMware Horizon Cloud on Microsoft Azure	Horizon Cloud Node on Azure	Joint	Add Horizon Cloud Node and capacity on Microsoft Azure

ID	Description	Tool/Delivery	Primary Owner	Comments
2.3	Validate necessary Images uploaded in the environment	Images	VMware	
2.4	Validate Horizon Cloud Portal access from Images	Connectivity between Images and Admin Portal	VMware	
2.5	Validate Images have up to date Agents	Horizon Cloud Agents	VMware	Verify Images have up to date Horizon Cloud Agents
2.6	Discuss Display Protocols – PCOIP and BLAST Extreme	Display Protocols	VMware	Supported Display Protocol(s) for Desktop and Application access
2.7	Summarize pre-work, next steps, and schedule handoff for Phase 3	Customer action items and handoff call	VMware	Handoff for Configuration will be scheduled with the Deployments Team
Customer requirements to proceed to the Configuration Phase				
2.8	Provision Domain Bind Account	Domain Bind Account	Customer	Active Directory integration for Environment Access
2.9	Provision Auxiliary Domain Bind Account	Auxiliary Domain Bind Account	Customer	
2.10	Provision Domain Join Account	Domain Join Account	Customer	Account for joining Desktops to the Domain
2.11	Identify Display Protocol(s) for Desktop and Application access	Identify Display Protocol(s) from PCOIP, BLAST and BLAST Extreme	Customer	
2.12	Set up necessary Licensing for Desktops and Applications	Desktop and Application licenses	Customer	VMware will only provide validation of the desktops. All licensing requirements will be completed by Customer

ID	Description	Tool/Delivery	Primary Owner	Comments
2.13	Finalize Project Scope and return signed solution design document	Solution Design Document	Customer	Scope of project cannot be modified without agreed change control
Phase 3 (EXECUTE)				
3.1	Configure Active Directory Integration and Sync	Active Directory Integration	Joint	Configure Domain Bind for LDAP Access to Admin and Desktop Portals
3.2	Configure AD Groups for Administrative Accounts	AD Group sync for Administrators	Joint	AD Groups for access to Admin Portals
3.3	Configure AD Groups for User Accounts	AD Group sync for Users	Joint	AD Groups for access to User Desktop Portal
3.4	Validate Access to all Portals	Portal Access	VMware	Access to Admin, Helpdesk and Desktop Portals
3.5	Discuss Best Practices for the following: <ul style="list-style-type: none"> • Domain Bind • Domain Join and Desktop Naming • Images • Farms assignment • Miscellaneous Horizon Cloud Management 	Best practices for Horizon Cloud Deployment	VMware	
3.6	Define up to two (2) use cases for Deployment	Use Cases	Joint	
3.7	Assist in up to three (3) Image Designs	Convert Images to Gold Patterns	Joint	Assist in design and conversion of up to three (3) images
3.8	Assist in creation of up to three (3) Desktop Assignments	Desktops	Joint	Assist in creating Session-Based Desktops
3.9	Assignment using Configured Farms	Assignment	Joint	

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3.10	Validate desktops are accessible from Windows and Mac workstations	Multi-Platform access	Joint	
3.11	Demonstrate Editing Images and Resealing an image and assigning to end users	Edit and re-publish Images	Joint	Edit as well as re-seal an Image and validate changes by publishing to test user
3.12	Discuss Application Assignments and identify low complexity applications	Application use case	Joint	Discuss typical use cases and Best Practices for Application Assignment
3.13	Discuss typical use cases and Best Practices for Application Assignment	Identify Apps for assignment	Joint	Identify up to five (5) low-complexity applications
3.14	Assistance with up to five (5) low-complexity applications on one Image	Low complexity App assignment	Joint	Assist in deploying up to five (5) low-complexity applications
3.15	Optimization and configuration of up to One (1) RDS Host Server image with up to five (5) low complexity applications installed to be used for desktops	RDSH Applications	Joint	
3.16	Installation of VMware Dynamic Environment Manager™	VMware Dynamic Environment Manager Install	VMware	Assist with Installation and Configuration of VMware Dynamic Environment Manager
3.17	Assist in creating up to one (1) User Configuration in VMware Dynamic Environment Manager	VMware Dynamic Environment Manager Configuration	Joint	User configuration in VMware Dynamic Environment Manager

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3.18	Assist in creating up to three (3) application profiles in VMware Dynamic Environment Manager	VMware Dynamic Environment Manager Configuration	Joint	Application Configuration in VMware Dynamic Environment Manager
3.19	Enable App Volumes	App Volumes Setup	VMware	
3.20	Creating an App Volumes AppStack Provisioning VM	App Volumes	VMware	
3.21	Updating up to two (2) Golden/Master Image with App Volumes Agent	App Volumes	VMware	
3.22	Creating and publishing up to two (2) AppStacks with up to two (2) low complexity applications per AppStack	App Volumes	VMware	
3.23	Assist in setting up VMware Workspace ONE® Access™ Connector	Connector setup for AD Integration	Joint	Workspace ONE Access
3.24	Assist in Directory Integration of Workspace ONE Access	AD Integration	Joint	Workspace ONE Access
3.25	Assist in Integrating Horizon Cloud with Workspace ONE Access	Horizon Cloud SSO with Workspace ONE Access	Joint	Integrate Horizon Cloud with existing tenant of Workspace ONE Access
3.26	Create entitlements for Horizon Cloud desktops of up to two (2) desktops pools in Workspace ONE Access	Desktop entitlements	Joint	Add user entitlements in Workspace ONE Access for desktops

ID	Description	Tool/Delivery	Primary Owner	Comments
3.27	Configure Single Sign-On for Horizon Cloud desktops from Workspace ONE Access	Single Sign on for desktops		Validate Single Sign On for desktops in Workspace ONE Access
3.28	Workspace ONE Access as Trusted IDP for a Third party IDP	Third Party IDP Integration		Includes testing for up to three (3) apps
Phase 4: (Close)				
4.1	Assist in adding second Admin account for up to two Images	Desktop backup Admin Access	VMware Joint	The account will act as a backup in case Sysprep disables the primary local admin account
4.2	Assist in OS optimization of up to two (2) images using VMware OS Optimization Tool	OS Optimization		OS optimization of Desktop Images for Gold Patterns
4.3	Assist in Basic and Advanced GPO Optimization by providing ADM templates	GPO Optimization	Joint	VMware will only provide ADM templates for Group Policies
4.4	Discuss Statistics and Report Sections in Admin Portal	Usage Statistics and Reports	VMware	These Sections review Statistics in the Admin Portal
4.5	Discuss Lakeside Software as a troubleshooting option	VMware Dynamic Environment Manager Configuration	VMware	Discuss Lakeside Software as a troubleshooting option
4.6	Discuss View Agent Logs	View Agent and PCOIP logs	VMware	Discuss location and keywords to check in View Agent Logs. Discuss PCOIP logs as well

Learn more

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4.7	Discuss DaaS Agent Logs	DaaS Agent Logs	VMware	Discuss location and keywords to check in DaaS Agent Logs as well as changing logging level
4.8	Review Support Options	Post Deployment Support	VMware	Review Support Policies and Procedures as well as ticket creation

Terms and conditions

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