

# VMware Horizon DaaS Partner On-Boarding

## For One Data Center

### Overview

Desktop as a Service (DaaS) enables enterprises to realize the potential benefits associated with virtual desktop (VDI) environments—reduced deployment complexity, improved management, security, and compliance capabilities, and superior end-user productivity—without the capital expense and complicated systems integration required for building and deploying a customized internal solution.

VMware Horizon DaaS™ was built to deliver desktops and applications as a cloud service to customers. VMware Horizon DaaS enables the deployment of Windows desktops and applications from the cloud to any user, anywhere, on any device.

### VMware Horizon DaaS Partner On-Boarding (for One Data Center)

The VMware Horizon DaaS Partner On-Boarding service provides a new service provider with the professional services required to assist with and provide expertise in the design, installation and knowledge transfer for the Horizon DaaS Platform. VMware will use a structured approach to deliver the Services consisting of discrete work phases to be primarily centered on: assess, discover, design, build, and optimize. Additionally, VMware will work with the Service Provider to develop a project plan which will include milestone deliveries, timelines, dependencies, and responsibilities related to the implementation of the Horizon DaaS platform.

### Target Customer

Service Providers who have signed up as a VMware VSPP partner to build and deliver Horizon DaaS to their customer base.

### Work Products

- Up to sixteen (16) hours of project management services.
- Up to sixteen (16) hours of consulting services to assist the Service Provider in the deployment of the Horizon DaaS Platform in one (1) data center.
- Up to sixteen (16) hours of consulting services to assist the Service Provider in the creation and testing of the Service Provider's first tenant environment to be used for proof of concept (POC) and Demos. VMware will provide up to two (2) template desktop images optimized for DaaS in this environment.
- Eight (8) hours of knowledge transfer sessions on the Horizon DaaS platform, Customer on-boarding process, product management workshop, and DaaS troubleshooting best practices.
- Up to sixteen (16) hours of consulting services to assist the Service Provider in the deployment of their first pilot or customer DaaS environment.

## Engagement Overview

- During discovery, the VMware Partner Enablement Manager will work with the Service Provider's project team and project leader to review the project's goals and objectives. The focus will be on the following:
  - Identification of project team.
  - Review and customize project plan.
  - Define project success criteria.
  - Define business drivers for the project.
- Conduct discovery conference calls with the Service Provider to review the Horizon DaaS blueprint and verify that all of the technical requirements are met prior to the installation of the Horizon DaaS Platform. This includes the following steps:
  - Review Horizon DaaS bill of materials and installation worksheets to be filled out by Service Provider.
  - Conduct Service Provider infrastructure assessment.
  - Remote audit to verify infrastructure readiness.
- Work with the Service Provider to install the Horizon DaaS Platform:
  - Review installation guide and process.
  - Deploy appliance template and bootstrap (register AD Domain).
  - Install and configure Service Provider appliances.
    - Service provider appliance.
    - Resource manager appliance.
- Work with the Service Provider to deploy the first tenant environment:
  - Review tenant installation guide and prerequisites.
  - Review completed tenant installation worksheets and correct any issues.
  - Assist Service Provider with the installation of the tenant appliances.
  - Assist in the setup of the Enterprise Administration Center (AD Domain Registration).
  - Work with Service Provider to install dtRAMs (Horizon DaaS Remote Access Manager).
  - Provide up to two (2) VMware images optimized for DaaS and assist the Service Provider with the creation of a test pool of desktops.
- Conduct knowledge transfer sessions:
  - Product offering, packaging and pricing workshop.
  - Horizon DaaS Platform training.
  - Customer on-boarding process, best practices, and tools.
  - DaaS top support issues, solutions, and troubleshooting tools.
- Conduct customer or pilot deployment services:
  - Review Customer deployment best practices, processes and tools with Service Provider.
  - Provide up to four (4) hours of project management assistance for kickoff calls and subsequent check-in calls.
  - Review and provide feedback on Customer completed discovery worksheet.
  - Provide one and a half (1.5) hour training session with Customer and Service Provider.

## REQUIREMENTS AND PREREQUISITES

- The Service Provider installation team should have expertise with:
  - Networking: IPv4, VLANs, VRF
  - VMware ESXi™
  - Windows Image management
  - Active Directory, DNS, DHCP
  - NFS storage solutions, NetApp
  - Linux, SSH, Bash
- Service Provider consults VMware on the selection of hardware and software infrastructure and assembles data center according to the Horizon DaaS Platform Blueprint.
- Provides VMware Senior Consultant with remote access through WebEx or equivalent tools to Service Provider's network to assist in installation and troubleshooting services.
- Provides VMware Senior Consultant with access to any applications, systems and staff resources as required, allowing VMware to fulfill its obligation to deliver the Services outlined in this data sheet.

- Review IT Administration portal.
- Assist with any questions related to the creation of a test pool of ten (10) desktops.
- Provide up to eight (8) hours of Customer deployment support for any issues encountered or product related questions.
- Up to eight (8) hours of project management time for regularly scheduled conference calls to review status of project, track any issues to resolution, and verify that project timelines are met.

## Roles and Responsibilities

### VMware Partner Enablement Manager

- Plans and coordinates all activities related to the VMware Horizon DaaS Partner On-Boarding service with the Service Provider and VMware teams.
- Manages the project plan.
- Provides Customer on-boarding knowledge transfer sessions and deployment assistance.

### VMware Senior Consultant

- Plans and executes discovery working sessions with the Service Provider's technical teams.
- Works with the Service Provider on the installation of the Horizon DaaS Platform and first tenant environment.
- Provides Horizon DaaS platform knowledge transfer sessions.

### Service Provider Project Team

- Allocates Service Provider resources and facilitates project planning meetings with VMware.
- Works with the VMware Senior Consultant on hardware and networking requirements, timing for purchase of the infrastructure, and deployment and installation of the Horizon DaaS platform.
- Coordinates internal resources to assist with technical validation, integration, testing, and rollout.
- Completes any required survey/discovery information prior to the commencement of the installation, including but not limited to the technical worksheets.
- Works with the VMware Senior Consultant on the installation of the platform as part of the knowledge transfer sessions.
- Works with the VMware Partner Enablement Manager on the first pilot or customer on-boarding as part of the knowledge transfer sessions.

## Scope and Pricing

This is a fixed price, fixed scope service. Contact your local VMware representative for pricing.

- Nine days of VMware Professional Services to complete Partner on-boarding activities; all services are conducted remotely. Onsite services will incur additional fees.
- Service does not include any pilot or customer end-user deployment services. Additional VMware Professional Services can be purchased for deployment assistance.
- VMware SKU: CON-HZ-DAAS-POB-1DC.

#### FOR MORE INFORMATION

For more information about VMware products and services, visit [www.vmware.com/consulting](http://www.vmware.com/consulting) or contact your local VMware representative.

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#### About VMware Professional Services

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