

VMware Horizon Cloud Deploy & Consume – Cloud Management

AT A GLANCE

The VMware Horizon Cloud Deploy & Consume – Cloud Management service provides remotely delivered guided implementation of the cloud management features of VMware Horizon including the Horizon Cloud Connector, Image Management, Universal Broker, and Cloud Monitoring.

KEY BENEFITS

- Guided implementation of VMware Horizon Cloud Management for existing Horizon environments
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout
- Project oversight through local VMware project manager

Service Overview

The VMware Horizon Cloud Deploy & Consume – Cloud Management service provides remotely delivered guided implementation of the cloud management features of VMware Horizon including the Horizon Cloud Connector, Image Management, Universal Broker, and Cloud Monitoring.

Engagement Timeline

The consulting service typically takes nine (9) weeks to fully deliver (excluding the time it takes for our customer to procure hardware (where applicable) and meet pre-requisites) with the pre-defined scope outlined in this data sheet. This includes the six (6) weeks of rollout support included in this service. The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

Initiate

- Introduction meeting
- Datasheet review
- Confirm scheduling

Plan

- Review scope, objectives, and key success criteria.
- Build, review & deliver pre-requisites for customer completion.
- Download and set up any required software/tools.

Execute

- Software installation of necessary components.
- Technical integration with customer infrastructure.
- Configuration and validation of customer use case.
- Pilot and production rollout assistance.

Close

- Review completed technical implementation.
- Customer support transition.

Responsibilities

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

1. **Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the customer's project team.
2. **Joint:** VMware and the customer's project team are jointly responsible for the delivery of the component.
3. **Primary Owner = Customer:** Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

Service Scope

This service includes the integration of an existing Horizon infrastructure to the Horizon Cloud Service using the Horizon Cloud Connector and configuring Horizon Cloud Services features per limitations detailed in the Service Deliverables section.

Service Assumptions

1. 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 SOW.
2. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this SOW.
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this SOW.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope of this SOW.
5. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this SOW.
6. Configuration of software other than VMware is the responsibility of the Customer.
7. The scope of the project cannot be delivered in phases and items not implemented as part of the initial deployment will be considered out-of-scope.
8. VMware and the Customer will work closely together to ensure that project scope remains consistent and issues are resolved in a timely manner.
9. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.
10. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.

11. The staffing for this datasheet assumes all work will be completed within a maximum of 12 weeks after the initiation of Phase 3 (Execute). Should the duration of the engagement be extended, or should the product scope materially change, a project change request may be issued.
12. The period of performance is limited to 12 months from purchase date.
13. The scope of the services is deemed complete upon ONE of the following criteria - whichever comes first:
 - a. Upon completion of all deliverables within scope of the engagement as agreed upon in the Design Sign-Off Form.
 - b. After 12 months from the purchase date.

Service Deliverables

Phase 1 (Initiate)

ID	Description	Tool / Deliverable	Primary Owner	Comments
1.1	Introduction Meeting		Joint	
1.2	Review Datasheet		Customer	Understand service assumptions and scope

Phase 2 (Plan)

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.1	Confirm existing VMware Horizon environment and licensing conditions	Environment Validation	Joint	The Horizon environment must be on a currently supported version and compatible with the Horizon Cloud Services
2.2	Identify business requirement for adding the Horizon VDI environment to the Horizon Cloud Control Plane	a) Horizon Universal Brokering b) Image Management across Horizon pods c) Horizon On-Prem to consume Horizon	Customer	

ID	Description	Tool / Deliverable	Primary Owner	Comments
		Universal Licensing		
2.3	Provide deployment proposal, pre-requisites and review Horizon environment	Design Sign-Off Form	VMware	
Customer requirements to proceed to Phase 3 (Execute)				
2.4	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	
2.5	Validate Pre-requisites in place for EXECUTE	Deployment Validation	Joint	

Phase 3 (Execute)

ID	Description	Tool / Deliverable	Primary Owner	Comments
Step 1: Deployment				
3.1.1	Deployment check of pre-requisites for Horizon Cloud Connector installation		Joint	
3.1.2	Installing & configuring the Horizon Cloud Connector		VMWare	Max One (1) Horizon Pod / Horizon Cloud Connector
3.1.3	Integrating Horizon environment to the Horizon Cloud Control Plane		Joint	
3.1.4	Validate Horizon Universal Licensing applied to Horizon environment	Horizon Universal Licensing	VMware	
3.1.5	Enable, Setup & validate Horizon Universal Brokering	Horizon Universal Brokering	Joint	
3.1.6	Creating/managing up to Two Windows 10/2016/2019 Golden/Master Image	Image Management	Joint	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.1.7	Creating/managing up to 2 Assignments	VMware installation guide	VMware	
3.1.8	Validating User Connectivity to Horizon using the Horizon Cloud Control Plane via Horizon Universal Brokering	VMware installation guide	Customer	
Step 2: Production Roll-out				
3.2.1	Identify production user groups		Customer	
3.2.2	User communication to Production group(s)		Joint	
3.2.3	Up to two (2) weeks of go-live assistance for pilot group(s) per Appendix A		Joint	Refer to Appendix A
3.2.4	Up to four (4) weeks of go-live assistance for production group(s) per Appendix A		Joint	Refer to Appendix A

Phase 4: Close

ID	Description	Tool / Deliverable	Primary Owner	Comments
4.1	Review completion of Activity outlined in project approach		Joint	
4.2	Knowledge Transfer: walkthrough of the implemented Add-On		VMware	

ID	Description	Tool / Deliverable	Primary Owner	Comments
	Solution and Best Practices			
4.3	Customer Support Transition	VMware delivers services completion material and contact information for support/CSR.	VMware	Transition to support meeting

Appendix A: Go-Live support

During the go-live support phases, the primary professional services consultant is available for the following activities:

- Assistance up to eight (8) hours per week
- Answer questions from Customer's Horizon IT team that deployed the solution
- Assist the customer with resolving configuration issues and transitioning product issues (not configuration related) to long term support for resolution or feature requests.
- Assist with collection of pertinent logs and other relevant information required to help resolve support tickets.
- Assist with raising tickets with VMWare's technical support teams on behalf of the Customer for non configuration related issues.
- Direct support of end-users or of staff outside of the customer's designated Horizon team is out of scope.

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If you purchase this packaged service outside of the ELA, the service must be delivered and accepted within the first 12 months of the purchase, or the service will be forfeited. Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

