



VMware Horizon Cloud Deploy and Consume Cloud Management Service

At a glance

Horizon Cloud Deploy and Consume Cloud Management Service provides remotely delivered guided implementation of the cloud management features of 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

SKU

HAH-DNCCM-1TCT0-C1S

HAH-DNCCM-1TCT0-A1S

Service overview

VMware Horizon® Cloud Deploy and Consume Cloud Management Service provides remotely delivered guided implementation of the cloud management features of VMware Horizon® including the VMware Horizon® Cloud Connector™, Image Management, Universal Broker, and Cloud Monitoring.

Engagement Timeline

This 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 the 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 and 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:

- **Primary Owner = VMware:** VMware is responsible for the delivery of the component, with minimal assistance from the customer's 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 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 Service features per limitations detailed in the Services Deliverables section.

Service Assumptions

1. Configuration of software other than VMware is the responsibility of the Customer.
2. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner.
3. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
4. The staffing for this datasheet assumes all work will be completed within a maximum of twelve (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.
5. The period of performance is limited to twelve (12) months from purchase date.
6. The scope of the service 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 twelve (12) months from the purchase date.

Out of Scope

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.

2. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out of scope
3. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
4. Custom documentation, architecture diagrams or Project Management are out-of-scope.
5. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope.
6. 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.
7. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.

Services Deliverables

| ID | Description | Tool/Delivery | Primary Owner | Comments |
|---------------------------|---|------------------------|---------------|---|
| Phase 1 (INITIATE) | | | | |
| 1.1 | Introduction meeting | | Joint | |
| 1.2 | Review datasheet | | Customer | Understand service assumptions and scope |
| Phase 2 (PLAN) | | | | |
| 2.1 | Confirm existing 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 |

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|---|---|--|----------|---|
| 2.2 | Identify business requirement for adding the Horizon VDI environment to the Horizon Cloud Control Plane | <ul style="list-style-type: none"> a. Horizon Universal Brokering b. Image management across Horizon pods c. Horizon on-premises to consume Horizon Universal licensing | Customer | |
| 2.3 | Provide deployment proposal, prerequisites, 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 prerequisites in place for Execute phase | Deployment validation | Joint | |
| Phase 3 (EXECUTE) | | | | |
| Step 1: Deployment | | | | |
| 3.1.1 | Deployment check of prerequisites for Horizon Cloud Connector installation | | Joint | |
| 3.1.2 | Installing and 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 | |

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|------------------------------------|--|---|----------|-------------------------------|
| 3.1.5 | Enable, setup and validate Horizon Universal Broker | Horizon Universal Broker | Joint | |
| 3.1.6 | Creating/managing up to two (2) Assignments | VMware Installation Guide | VMware | |
| 3.1.7 | Validating User Connectivity to Horizon using the Horizon Cloud Control Plane via Horizon Universal Broker | 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) | | | | |
| 4.1 | Review completion of Activity outlined in project approach | | Joint | |
| 4.2 | Knowledge Transfer: walkthrough of the implemented add-on solution and best practices | | VMware | |
| 4.3 | Customer Support Transition | VMware delivers services completion material and contact information for VMware Support/CSR | VMware | Transition to support meeting |

Learn more

Visit vmware.com/services.

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 Customers' 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.

Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the [VMware ONE Contract Center](#). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc. If you are outside the United States, the VMware contracting entity will be VMware International Limited.

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