



# VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion

## At a glance

The VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

## Key benefits

- Guided implementation of VMware Horizon Cloud Management for new environments or for the purposes of Hybrid Cloud Expansion.
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout
- Project oversight through a dedicated VMware project manager

## SKU

HAH-DNCDEP-1TCT0-C1S

HAH-DNCDEP-1TCT0-A1S

## Service overview

The VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion service provides remotely delivered guided implementation of VMware Horizon® Cloud on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

## Engagement timeline

The consulting service typically takes ten to twelve (10-12) 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 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 and deliver prerequisites 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

## 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’s project team.
- **Joint Owners = VMware and Customer** – Both VMware and Customer’s Project Team are 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

The VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case.

## Service assumptions

1. The customer is responsible for licensing of all operating systems, applications and software deployed on the Horizon Cloud on Microsoft Azure platform.
2. ExpressRoute (requires interaction with a telecommunications service provider for dedicated connectivity between client premises and the Horizon Cloud on Microsoft Azure 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, and 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. All work, documentation and work product(s) will be conducted remotely during VMware local business hours and will be provided in English.

8. The staffing for this service 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.
9. The customer is responsible for purchasing Microsoft Azure hosting for setup with Horizon Cloud on Microsoft Azure.
10. The customer is responsible to attach their own Microsoft Azure subscription to the Horizon Cloud on Microsoft Azure.
11. The customer is responsible for determining their Microsoft Azure deployment model and the subscription type.
12. Verify that the NetworkSecurityGroup is configured to allow access to and from the Horizon Cloud on Microsoft Azure environment.
13. Customer provides the necessary information for the Horizon Cloud on Microsoft Azure environment to be configured properly.
14. The customer is responsible for allocating IP address space for the Horizon Cloud on Microsoft Azure tenant environment in the corporate network.
15. The customer is responsible for configuring three (3) non-overlapping subnets reserved in CIDR format (created on VNet during Horizon Cloud on Microsoft Azure deployment)
16. Management subnet  $-/28$  minimum
17. Tenant subnet  $-/28$  minimum with  $/24$   $-/22$  preferred, based on number of RDS servers
18. DMZ subnet  $-/28$  minimum when Unified Access Gateway is deployed (optional)
19. Access method to Horizon Cloud on Microsoft Azure desktops must be identified. From the trusted corporate network only or allow direct access from the Internet.
20. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase
21. 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.

## Out of scope

1. Customer-specific customization for VMware Identity Manager is out-of-scope.

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.
3. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope.
4. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope.
5. Deployment to clients over low-speed or high-latency networks is out-of-scope.
6. Custom documentation, architecture diagrams or Project Management are out-of-scope.
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.
8. Design, implementation, or integration of VMware ThinApp®, Persona Management, or any other VMware product not already explicitly listed is out-of-scope.
9. Implementation or integration of multifactor authentication technologies is out-of-scope.
10. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope.
11. Formal training is out of scope.
12. The scope of the project will be delivered as a packaged Service in the specified phases. Items not included as a part of the Solution Design will be considered out-of-scope.
13. VMware and the client's project management will work closely together to ensure that project scope remains consistent, and issues are resolved on a timely basis. The Deployments team will not provide a project manager as a role of this service.

## Services Deliverables

| ID                        | Description  | Tool/Delivery                           | Primary Owner | Comments  |
|---------------------------|--|---|---------------|---|
| <b>Phase 1 (INITIATE)</b> |  |   |               |   |
| 1.1                       | Introduction Meeting   | Meeting                                 | Joint         |   |
| 1.2                       | Register on VMware Customer Connect  | VMware Customer Connect                 | Customer      | Required to access resources and Customer downloads   |
| 1.3                       | Review Datasheet   | Datasheet                               | Customer      | Understand service assumptions and scope  |
| 1.4                       | Discuss Technical Architecture and Deployment Workbook requirements                          | Online Deployment Workbook              | Joint         |   |
| 1.5                       | Identify RDSH OS versions for implementations  | Images for Deployment                   | Customer      |   |
| 1.6                       | Complete and submit the required architecture and deployment information requested by VMware | Architecture and Deployment Information | Customer      |   |
| 1.7                       | 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. Requirement before proceeding to next phase of deployment |
| <b>Phase 2 (PLAN)</b>     |  |   |               |   |
| 2.1                       | Validate access to Horizon Cloud on Microsoft Admin Portal                                   | Admin Portal Access                     | VMware        |   |

| ID   | Description  | Tool/Delivery                                  | Primary Owner | Comments  |
|--|--|--|---------------|---|
| 2.2  | Deploy a node for Horizon Cloud on Microsoft Azure                         | Horizon Cloud on Microsoft Azure Node on Azure | Joint         | Add Horizon Cloud on Microsoft Azure Node and capacity on Microsoft Azure |
| 2.3  | Validate necessary images uploaded in the environment                      | Images   | VMware        |   |
| 2.4  | Validate Horizon Cloud on Microsoft Azure Portal access from Images        | Connectivity between Images and Admin Portal   | VMware        |   |
| 2.5  | Validate Images have up-to-date Agents                                     | DaaS and View Agents                           | VMware        | Verify Images have up-to-date View and DaaS Agents                        |
| 2.6  | Discuss Display Protocols – PCOIP and BLAST Extreme                        | Display Protocols                              | VMware        | Supported Display Protocols for Desktop and Application Access            |
| 2.7  | Summarize pre-work, next-steps, and schedule handoff for Phase 3 (Execute) | Customer action items and handoff call         | VMware        | Handoff for configuration will be scheduled                               |
| <b>Customer requirements to proceed to Phase 3 (Execute)</b> |  |  |               |   |
| 2.8  | Confirmation/approval on deployment proposal                               | Customer approval of the Design Sign-Off Form  | Customer      | Active Directory Integration for environment access                       |
| 2.9  | Validate Pre-requisites in place for EXECUTE                               | Deployment Validation                          | Customer      |   |
| 2.10   | Provision Domain Join Account  | Domain Join Account                            | Customer      | Account for joining desktops to the Domain                                |

| ID                       | Description   | Tool/Delivery   | Primary Owner | Comments   |
|--------------------------|---|---|---------------|--|
| 2.11                     | Identity Display Protocol(s) for Desktop and Application Access   | Identity 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. |
| 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  |
| <b>Phase 3 (EXECUTE)</b> |   |   |               |  |
| <b>Step 1 Deployment</b> |   |   |               |  |
| 3.1.1                    | Configure Active Directory Integration and Sync                   | Active Directory Integration                                      | Joint         |  |
| 3.1.2                    | Configure AD Groups for Administrative Accounts                   | AD Group sync for Administrators                                  | Joint         | AD Groups for access to Admin Portals  |
| 3.1.3                    | Configure AD Groups for User Accounts                             | AD Group sync for Users   | Joint         | AD Groups for access to User Desktop Portal  |
| 3.1.4                    | Validate access to all portals                                    | Portal Access   | VMware        | Access to Admin, Helpdesk, and Desktop Portals   |

| ID     | Description   | Tool/Delivery  | Primary Owner | Comments   |
|--------|---|--|---------------|--|
| 3.1.5  | <p>Discuss Best Practices for the following:</p> <ul style="list-style-type: none"> <li>• Domain Bind</li> <li>• Domain Join and Desktop Naming</li> <li>• Images</li> <li>• Farms assignment</li> </ul> <p>Miscellaneous Horizon Cloud on Microsoft Azure Management</p> | Best Practices for Horizon Cloud on Microsoft Azure Deployment | VMware        |  |
| 3.1.6  | Define up to two (2) use-cases for deployment   | Use-Cases  | Joint         |  |
| 3.1.7  | 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                |
| 3.1.8  | Assist in creation of up to three (3) Desktop Assignments   | Desktops   | Joint         | Assist in creating Session-Based Desktops                                |
| 3.1.9  | Assignment using Configured Farms   | Assignment   | Joint         |  |
| 3.1.10 | Validate desktops are accessible from Windows and Mac workstations  | Multi-platform access  | Joint         |  |
| 3.1.11 | Demonstrate editing images and resealing an image and assigning to end users  | Edit and re-publish Images                                     | Joint         | Edit and reseal an image and validate changes by publishing to test user |
| 3.1.12 | Discuss Application Assignments and identify low complexity applications  | Application use-case   | Joint         | Discuss typical use-cases and best practices for application assignment. |



| ID     | Description   | Tool/Delivery                             | Primary Owner | Comments  |
|--------|---|---|---------------|---|
| 3.1.13 | Discuss typical use cases and best practices for application assignment   | Identify apps for assignment              | Joint         | Identify up to five (5) low-complexity applications                       |
| 3.1.14 | 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            |
| 3.1.15 | 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         |   |
| 3.1.16 | Installation of VMware Dynamic Environment Manager™   | DEM Install                               | VMware        | Assist with Installation and Configuration of Dynamic Environment Manager |
| 3.1.17 | Assist in creating up to one (1) User Configuration in VMware Dynamic Environment Manager   | DEM Configuration                         | Joint         | User Configuration in Dynamic Environment Manager                         |
| 3.1.18 | Assist in creating up to three (3) application profiles in Dynamic Environment Manager  | Dynamic Environment Manager Configuration | Joint         | Application Configuration in Dynamic Environment Manager                  |
| 3.1.19 | Enable App Volumes  | App Volumes Setup                         | VMware        |   |
| 3.1.20 | Creating an App Volumes AppStack Provisioning VM  | App Volumes                               | VMware        |   |
| 3.1.21 | Updating up to two (2) Golden/Master Image with App Volumes Agent   | App Volumes                               | VMware        |   |

| ID                                 | Description   | Tool/Delivery  | Primary Owner | Comments  |
|------------------------------------|---|--|---------------|---|
| 3.1.22                             | Creating and publishing up to two (2) AppStacks with up to two (2) Low complexity applications per AppStack               | App Volumes  | VMware        |   |
| 3.1.23                             | Assist in setting up VMware Workspace ONE® Access™ Connector  | Connector setup for AD integration                             | Joint         | Workspace ONE Access  |
| 3.1.24                             | Assist in Directory Integration of Workspace ONE Access   | AD Integration   | Joint         | Workspace ONE Access  |
| 3.1.25                             | Assist in Integrating Horizon Cloud on Microsoft Azure with Workspace ONE Access  | Horizon Cloud on Microsoft Azure SSO with Workspace ONE Access | Joint         | Integrate Horizon Cloud on Microsoft Azure with existing tenant of Workspace ONE Access |
| 3.1.26                             | Create entitlements for Horizon Cloud on Microsoft Azure desktops of up to two (2) desktops pools in Workspace ONE Access | Desktop entitlements   | Joint         | Add user entitlements in Workspace ONE Access for desktops                              |
| 3.1.27                             | Configure Single Sign-On for Horizon Cloud on Microsoft Azure desktops from Workspace ONE Access                          | Single Sign-On for Desktops                                    | Joint         | Validate Single Sign On for desktops in Workspace ONE Access                            |
| 3.1.28                             | Workspace ONE Access as Trusted IDP for a Third party IDP   | Third Party IDP Integration                                    | Joint         | Includes testing for up to three (3) apps   |
| <b>Step 2: Production Roll-Out</b> |   |  |               |   |
| 3.2.1                              | Identify production user groups   |  | Customer      |   |

| ID                      | Description   | Tool/Delivery                | Primary Owner | Comments  |
|-------------------------|---|------------------------------|---------------|---|
| 3.2.2                   | User communication to Production group(s)   |                              | Joint         |   |
| 3.2.3                   | Up to six (6) 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   |
| <b>Phase 4: (CLOSE)</b> |   |                              |               |   |
| 4.1                     | Assist in adding second Admin account for up to two Images                        | Desktop backup Admin Access  | VMware        | 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    | OS Optimization              | Joint         | 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 go over Statistics in the Admin Portal                                     |
| 4.5                     | Discuss Horizon Agent Logs  | Horizon Agent and PCOIP logs | VMware        | Discuss location and keywords to check in View Agent Logs. Discuss PCOIP logs as well     |

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|-----|---|---|---------------|---|
| 4.6 | Discuss DaaS Agent Logs                                       | DaaS Agent Logs   | VMware        | Discuss location and keywords to check in DaaS Agent Logs as well as changing logging level |
| 4.7 | Review completion of Activity outlined in deployment approach |   | Joint         |   |
| 4.8 | 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 Customer’s designated Horizon team is out of scope.

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