



VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion Service

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

SKUs

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 twelve (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
Phase 1 (INITIATE)				
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
Phase 2 (PLAN)				
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
Customer requirements to proceed to Phase 3 (Execute)				
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
Phase 3 (EXECUTE)				
Step 1 Deployment				
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"> • Domain Bind • Domain Join and Desktop Naming • Images • Farms assignment <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
Step 2: Production Roll-Out				
3.2.1	Identify production user groups		Customer	
3.2.2	User communication to Production group(s)		Joint	

ID	Description	Tool/Delivery	Primary Owner	Comments
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
Phase 4: (CLOSE)				
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

Learn more

Visit vmware.com/services.

ID	Description	Tool/Delivery	Primary Owner	Comments
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.

Terms and conditions

All VMware service engagements are governed by the VMware General Terms and Professional Services Exhibit on the [VMware ONE Contract Center](https://vmware.com/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.