



VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion Plus Access Service

At a glance

The VMware Horizon Cloud Deploy and Consume – Deployment or Hybrid Expansion Plus Access service provides remotely delivered guided implementation of Horizon Cloud Service on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case. Also included is the implementation of a Workspace ONE Access tenant with on-premises Active Directory integration.

Key benefits

- Guided implementation of VMware Horizon Cloud Management for new environments or for the purposes of Hybrid Cloud Expansion.
- Implementation of a Workspace ONE Access tenant with on- premises Active Directory integration.
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout
- Project oversight through dedicated VMware project manager

SKUs

HAH-DNCDEPA-1TCT0-C1S

HAH-DNCDEPA-1TCT0-A1S

Service overview

The VMware Horizon Cloud Deploy and Consume Deployment or Hybrid Expansion Plus Access service provides remotely delivered guided implementation of VMware Horizon® Cloud Service™ on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use-case. Also included is the implementation of a VMware Workspace ONE® Access™ tenant with On-Premises Active Directory integration. This service includes ten (10) application integration units which can be utilized according to the table in Appendix B.

Engagement timeline

The service typically takes twelve (12) to fourteen (14) weeks to fully deliver (excluding the time it takes for Customer to procure hardware, where applicable, and meet pre-requisites) with the pre-defined scope outlined in this datasheet. 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 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

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 the customer's project team 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

The VMware Horizon Cloud Deploy and Consume – Deployment or Hybrid Expansion service provides remotely delivered guided implementation of Horizon Cloud Service on Microsoft Azure for the purposes of a new environment configuration or a Hybrid Cloud Expansion use- case. This service also includes implementation of a Workspace ONE Access tenant and up to ten (10) application integration units.

The implementation scope for Workspace ONE Access includes one (1) of the following four (4) options:

- Workspace ONE Access SaaS tenant configuration
- AD/LDAP Integration
- SAML Endpoint Integration
- Integration of applications totaling ten (10) application integration units, which can be utilized according to the table in Appendix B.

Service assumptions

1. The customer is responsible for licensing of all operating systems, applications and software deployed on the Horizon Cloud platform.
2. ExpressRoute (requires interaction with a telecommunications service provider for dedicated connectivity between client on premises and the Horizon Cloud 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, 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. 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 within this service.
8. All work, documentation and work product(s) will be conducted remotely during VMware local business hours and will be provided in English.
9. 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.
10. The customer is responsible for purchasing Microsoft Azure hosting for setup with Horizon Cloud Service.
11. The customer is responsible to attach their own Microsoft Azure subscription to the Horizon Cloud Service.
12. The customer is responsible for determining their Microsoft Azure deployment model and the subscription type.
13. Customer verifies that the NetworkSecurityGroup is configured to allow access to and from the Horizon Cloud environment.
14. Customer provides the necessary information for the Horizon Cloud environment to be configured properly.
15. The customer is responsible for allocating IP address space for the Horizon Cloud tenant environment in the corporate network.
16. The customer is responsible for configuring three (3) non-overlapping subnets reserved in CIDR format (created on VNet during Horizon Cloud deployment)
 - a) Management subnet -/28 minimum
 - b) Tenant subnet -/28 minimum with /24 -/22 preferred, based on number of RDS servers
 - c) DMZ subnet -/28 minimum when Unified Access Gateway is deployed (optional)
17. Access method to Horizon Cloud desktops must be identified. From the trusted corporate network only or allow direct access from the Internet.

18. Standard integration endpoints are limited to those listed on the “VMware Identity Manager Integrations Documentation” support webpage: https://www.vmware.com/support/pubs/vidm_webapp_sso.html
19. VMware cannot guarantee that individual third party SAML endpoints will integrate successfully with Workspace ONE Access given unforeseen Customer or service configurations or limitations outside of our product.
20. The Customer will provide a fully functional Certificate Authority if utilizing Mobile SSO. Root CA Certificates must be exportable and OSCP and CRL endpoints must be reachable from the Workspace ONE Access instance.
21. Initial setup of Certificate Authority and Certificate template is the responsibility of Customer.
22. Alignment of all EMM configurations and policy design with Customer’s requirements is the responsibility of the Customer. VMware will provide recommendations and assistance.
23. Procurement and installation of hardware for any components that will be installed on-premises is the responsibility of the Customer. VMware may provide recommendations.
24. Review of the console will be provided throughout the configuration.
25. Review of the portal will be provided throughout the configuration.
26. The scope of the services is deemed complete upon ONE (1) 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 Workspace ONE Access 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®, ThinPrint, 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. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
14. 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.

Services Deliverables

ID	Description	Tool / Deliverable	Primary Owner	Comments
Phase 1 (Initiate)				
1.1	Introduction Meeting	Meeting	Joint	
1.2	Register for MyVMware ID on myvmware.com	MyVMware Access	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		

ID	Description	Tool / Deliverable	Primary Owner	Comments
1.5	Identify RDSH OS versions for implementations	Images for Deployment		
1.6	Complete and submit the required architecture and deployment information requested by VMware	Architecture and Deployment Information		
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.
Phase 2 (Plan)				
2.1	Validate access to VMware Horizon Cloud Admin Portal	Admin Portal Access	VMware	
2.2	Deploy a node for Horizon Cloud Service on Microsoft Azure	Horizon Cloud Node on Microsoft Azure	Joint	Add Horizon Cloud Node and capacity on Microsoft Azure
2.3	Validate necessary Images uploaded in the environment	Images	VMware	
2.4	Validate Horizon Cloud 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

ID	Description	Tool / Deliverable	Primary Owner	Comments
2.7	Summarize pre-work, next-steps, and schedule handoff for Phase 3	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
2.11	Identity Display Protocol(s) for Desktop and Application Access	Identity display protocol(s) from PCOIP, BLAST,		
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: Horizon Cloud 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

ID	Description	Tool / Deliverable	Primary Owner	Comments
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
3.1.5	Discuss Best Practices for the following: <ul style="list-style-type: none"> • Domain Bind • Domain Join and Desktop Naming • Images • Farms assignment • Miscellaneous Horizon Cloud Management 	Best Practices for Horizon Cloud 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 / Deliverable	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 (1) 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™	Dynamic Environment Manager Install	VMware	Assist with Installation and Configuration of Dynamic Environment Manager
3.1.17	Assist in creating up to one (1) User Configuration in Dynamic Environment Manager	Dynamic Environment Manager 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 / Deliverable	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
Step 2: Workspace ONE Access Deployment				
3.2.1	VMware confirms all prerequisites are met		VMware	
3.2.2	Installation of Workspace ONE Access Connector		VMware	
3.2.3	Configuration of VMware Workspace ONE tenant		VMware	
3.2.4	Configuration of Active Directory Integration and Sync		VMware	
3.2.5	Configure Administrator Accounts		VMware	
3.2.6	Assist with integration of desired applications		VMware	Ten (10) integration units may be used according to the Application Integration Units table in Appendix B
3.2.7	Implement additional VMware configuration including SAML validation testing		VMware	

ID	Description	Tool / Deliverable	Primary Owner	Comments
3.2.8	Configure Auth Adapters in Workspace ONE Access		VMware	
3.2.9	Implement Access Policy for Native Apps		VMware	
3.2.10	Assist in Integrating Horizon Cloud with Workspace ONE Access	Horizon Cloud SSO with VMware Workspace ONE Access	Joint	Integrate Horizon Cloud with existing tenant of VMware Workspace ONE Access
3.2.11	Create entitlements for Horizon Cloud desktops of up to two (2) desktops pools in Workspace ONE Access	Desktop entitlements	Joint	Add user entitlements in Workspace ONE Access for desktops
3.2.12	Test and Validate Web Applications and/or SSO experience		VMware	
Step 3: Production Roll-Out				
3.3.1	Identify production user groups		Customer	
3.3.2	User communication to Production group(s)		Joint	
3.3.3	Up to six (6) weeks of go-live assistance for pilot group(s) per Appendix A		Joint	Refer to Appendix A
3.3.4	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 (2) Images	Desktop backup Admin Access	VMware	The account will act as a backup in case Sysprep disables the

ID	Description	Tool / Deliverable	Primary Owner	Comments
				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	Joint	VMware will only provide ADM
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
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

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 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.

Appendix B: Integration Unit Valuation Matrix

Units	Integration Type	Comments
1	Standard Enterprise Web Application	Per Application
2	Third-Party Web Application Internally-Developed Web Application	Per Application
3	Horizon Integration ThinApp Integration Citrix XenApp Integration Microsoft 360 Integration	Per Connection Broker / Connection Server
4	Native Application One-Touch SSO	Per Native Application

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.