



# VMware Horizon Accelerator

## Simplify and optimize Horizon virtual desktop and app deployments and operations

To enable and support a hybrid workforce, organizations are turning to virtual desktop infrastructure (VDI), Desktop-as-a-Service (DaaS), and published apps to provide end users with secure access to resources, simplify IT operations, and help ensure business continuity. However, managing a virtual desktop and app implementation can be complex, especially when deployed across on-premises and public clouds, creating a hybrid cloud. This complexity is further exacerbated by limited visibility across these environments, typically requiring different tools to manage and optimize VDI solutions across different deployments. In addition, many organizations lack VDI experts to deploy and manage a VDI solution, leading to slow adoption and value realization. Organizations adopting virtual desktops and apps need the tools and expertise to help ensure their VDI solution is running at optimal performance and to provide end users with an exceptional experience.

### VMware Horizon Accelerator

VMware Horizon® Accelerator™ combines the power of dashboard analytics with access to a dedicated team of Horizon Pros ready to provide Day 0 through Day 2 VDI Lifecycle guidance, knowledge transfer, and even hands-on keyboard assistance upon request. It is designed to simplify VDI and apps deployment and operations, offer insights across the entire VDI and apps delivery ecosystem, and fill the VDI expertise gap to help organizations achieve optimal Horizon solution performance and faster time to value.

Core to the solution is the Horizon Accelerator Dashboard, a cloud-hosted dashboard that provides a single-pane-of-glass view into your Horizon environment and infrastructure to generate data-driven, actionable insights and alerts that can be used to reduce operational costs and keep Horizon running at peak performance. Paired with the dashboard is ongoing virtual desktop lifecycle expertise delivered by Horizon deployment specialists to help reduce the complexity and management burden of traditional VDI deployments.

## Gain VDI expertise and faster time to value

Building and managing your own VDI solution is an option if you have the staff with the right skills. However, many organizations lack the specialized skills needed to efficiently deploy and manage a virtual desktop and app solution, leading to slow implementation and adoption. Horizon Accelerator provides VDI expertise—the Horizon Accelerator Desk is staffed with dedicated Horizon Pros ready to guide you across all aspects of Day 0 through Day 2 operations of your Horizon solution.

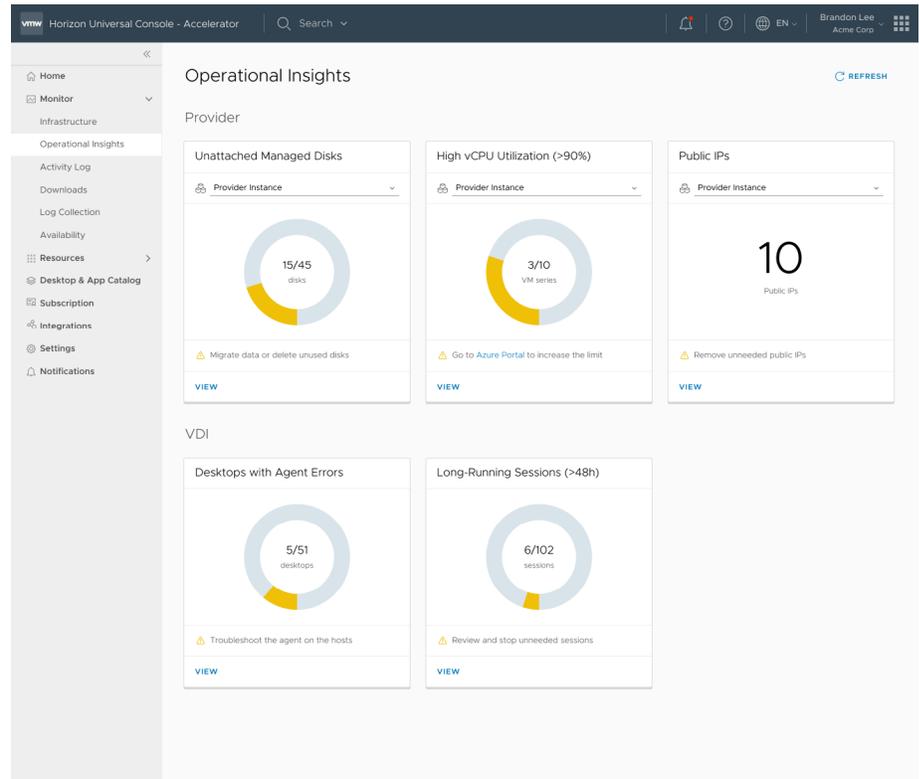
The following are tasks you can accomplish with Horizon Accelerator:

- Augment IT staff with the expertise needed to help ensure that your Horizon solution is running at peak performance, providing knowledge and assistance to answer questions and resolve issues as they arise.
- Reach out to Horizon Pros for standard Horizon architectures, best practices, and guidance as related to your Horizon environment that removes the guesswork and common pitfalls associated with virtual desktop and app deployments.
- Deliver faster time to value and successful solution adoption with expert knowledge that reduces operational friction and improves business outcomes.
- Relieve IT teams from time consuming day-to-day VDI administrative tasks, and keep them focused on more strategic initiatives.

## Get intelligence driven analytics across the entire VDI ecosystem

Integrated into the Horizon Universal Console, the Horizon Accelerator Dashboard provides visibility into the entire Horizon ecosystem including physical, virtual, and adjacent layers such as active directory, file and app servers, and storage network. It not only monitors Horizon environment analytics, such as virtual machine (VM) performance, load balance, capacity, and active directory connectivity status, but also provides visibility into the underlying physical infrastructure, whether it is running on-premises or in the cloud. If you are running VMware Horizon on Microsoft Azure, the dashboard offers an in-depth view into VM usage patterns that can drive decisions relating to VM sizing and power management, helping to optimize usage and costs.

The dashboard also alerts you to issues, accelerating diagnosis and resolution of common problems. IT admins can double-click on an alert and receive detailed information to help troubleshoot and remediate issues faster. If an issue requires additional guidance, you can reach out to the Horizon Accelerator Desk, staffed by Horizon Pros, for assistance. For issues that fall outside of the Horizon Accelerator support offering, VMware works with you to recommend other services.



**Figure 1:** The Horizon Accelerator Dashboard provides a single pane of glass for the VMware Horizon solution ecosystem, from the physical infrastructure to the virtual desktop layer.

## Streamline VDI deployment and management

The Horizon Accelerator Dashboard provides analytics and metrics on the state of your environment, including highlighting solution issues and opportunities for optimization. Incorporated in the solution is ongoing expert support for Day 0 to Day 2 VDI Lifecycle services. On an as-needed basis, you can reach out to the Horizon Accelerator Desk, staffed by Horizon Pros to quickly remediate issues and optimize solution performance. Horizon Accelerator provides support for the following elements of the VDI lifecycle:

- **Standard architectures** – As part of your Horizon Accelerator subscription, you have access to proven best practices with tested and validated architectures, providing faster deployment with reduced errors and improved performance.
- **Capacity planning** – The Horizon Accelerator Dashboard helps you optimize resource management with a view of the available capacity to determine if it needs to be scaled up or down based on the number of end users and use cases.
- **Management and modernization** – The Horizon Accelerator Dashboard provides visibility across all environments. When support is required for situations related to the solution, such as upgrading and patching, system planning guidance, or problem resolution, VMware can proactively work with you to help ensure that your system is running at peak performance.



Horizon Accelerator VDI lifecycle  
Day 0–Day 2 support services  
optimize Horizon performance  
with VDI expertise.

- **Level 2/3 support** – The Horizon Accelerator subscription provides level 2 and level 3 Horizon expert support to respond to issues highlighted by the dashboard that first-line IT admins (level 1) cannot resolve in relation to the Horizon environment. This support is designed to help customers successfully maintain their virtual desktop technologies across on-premises, public or hybrid cloud use cases when they are experiencing technical challenges. This unique offering enables you to access a team of Horizon experts ready to provide support based on the telemetry from Horizon Accelerator Dashboard. Excluding any third-party applications or vendors, custom architecture and design work, the support can help with a wide range of issues related to virtual desktops and the underlying dependencies to avoid the cost and complexity of a do-it-yourself approach. Our trained professionals diagnose the problem and resolve Horizon related issues. For issues that fall outside of the Horizon environment, our support experts can offer guidance on how to pursue issues with third parties or other VMware resources. Horizon Accelerator helps fill the gap for organizations that lack VDI expertise to quickly achieve a highly scalable, Desktop-as-a-Service like experience built on intelligence and backed by decades of expertise.
- **Troubleshooting** – The Horizon Accelerator Dashboard provides alerts with the needed information to help IT admins triage and resolve issues as they arise. IT admins can double-click on an alert to review detailed information on the point of failure to help guide them to proper resolution. If the issue cannot simply be resolved, a support ticket can be opened and addressed by the Horizon Pros.
- **Change and optimization** – The Horizon Accelerator Dashboard provides the telemetry and intelligence to ascertain whether the Horizon environment is running at an optimal state, including metrics on performance and capacity, such as the number of users, utilization level, and peak usage data. This data can be used to look for opportunities to optimize the overall deployment.
- **Patches and upgrades** – The Horizon Accelerator Dashboard alerts you to when patches and upgrades are available for Horizon agents, Horizon Accelerator Dashboard, or vulnerability patches for the Windows virtual desktop environment. Admins have the flexibility to decide whether to apply the patch or upgrade based on their environment. You can also get assistance with patching and upgrading via a support request.
- **Visibility and insights** – Instead of multiple dashboards to monitor your virtual desktop and app solution, Horizon Accelerator provides a view of the entire Horizon environment, including virtual desktops, physical infrastructure (on-premises or in the cloud), and adjacent layers.
- **Reporting and governance** – Horizon Accelerator offers reports that are accessible via the dashboard at any time, providing data actionable insights that highlight where the environment can be optimized as well as provide tracking needed to process charge backs. Get information on individual usage over a period of time, logins and sessions created per VM, and the number of concurrent users at a given point in time.

## Learn more

To find out more about VMware Horizon Accelerator, visit [vmware.com/go/horizonaccelerator](https://vmware.com/go/horizonaccelerator).

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## Accelerate use cases at scale

End users have different roles that require access to specific applications. For example, call center agents do not need the same apps as the engineering design team. Each use case requires optimized settings for their applications, such as desktop sizing and latency. The Horizon Accelerator dashboard provides visibility into critical infrastructure elements to help you make use-case design decisions, give the appropriate access to end users, and accelerate user adoption. It highlights resource mismatches and shows the resources available in your environment. Once the templates are built and sized, they can be applied to end users at scale. If additional assistance is required, Horizon Pros are available to review the dashboard telemetry and help resolve any challenges.

## Use insights and VDI expertise to drive VMware Horizon success

As you enable a hybrid workforce, having the right solution in place with the tools and expertise needed to help ensure that your end users can work effectively anytime and anywhere is key to solution adoption and success. You need actionable insights into your Horizon environment, across on-premises and cloud, and to be able to take action with the backing of VDI expertise to keep your Horizon implementation running at peak performance. Horizon Accelerator provides the visibility, expertise and support to power your Horizon solution.

## Get started with Horizon Accelerator

VMware Horizon Accelerator is offered as an add-on subscription to Horizon Universal Subscription customers. The subscription provides access to the Horizon Accelerator Dashboard and the Horizon Accelerator Desk staffed by Horizon Pros. Contact your VMware sales representative or partner for more information.