



VMware Horizon Cloud Deployment Add-on Standard Service

At a glance

VMware delivery specialists provide product implementation and onboarding services in the Americas and EMEA for a variety of VMware products.

Key benefits

- Skilled resources available to supplement customer teams
- Experts in VMware technologies
- Wide variety of assistance available

SKUs

HAH-ADEPS-1TCT0-C1S

HAH-ADEPS-1TCT0-A1S

Service overview

This service provides for technical support related to the VMware Horizon® Cloud offerings as set out below in the services description (the "Services" or Professional Services").

VMware will provide implementation services for one (1) of the following Add-On services. Please review the associated Appendix for the respective Add-On service for additional details. If a customer needs more than one Add-On, multiple quantities of this datasheet are required to be purchased.

- A – Horizon Cloud Connector

Engagement timeline

The services typically takes 2 - 5 weeks to fully deliver with the pre-defined scope and will consist of meetings every 3 - 5 business day, each being 2 - 4 hours in length, scheduled based on the agenda outlined for the next meeting. This is a target schedule but could vary depending on the availability of the assigned consultant. The estimated timeline for the engagement is outlined in the following table. The tasks defined each week can shift based on Customer readiness and availability of both the Customer and VMware. VMware will perform the service according to a schedule agreed by both parties.

Change management

For Project Change Request, Customer and VMware will follow the project change request process in accordance with of the VMware Professional Services Exhibit.

Responsibilities

All VMware and Customer responsibilities are listed in the Service Deliverables section. The ownership is defined as follows:

1. Primary Owner = VMware: VMware is responsible for delivery of the component, with minimal assistance from the Customer's project team.
2. Joint: VMware and the Customer's project team are jointly responsible for delivery of the component.
3. Primary Owner = Customer: Customer is responsible for the delivery of the component, with recommendations from VMware as needed.

Appendix A – Horizon Cloud Connector

Service overview

The deployment includes the integration of an existing Horizon on-premises VDI infrastructure to the Horizon Cloud Control Plane using the Horizon Cloud Connector. This project will be organized into three phases: 1) Plan, 2) Execute, 3) Close.

The implementation scope includes one (1) of the following two (2) options:

- Integrating a Horizon VDI by the deployment of a single Horizon Cloud Connector to an existing Horizon on-premises VDI infrastructure
- Integrating Horizon on VMware Cloud™ infrastructure

Service assumptions

1. The delivery of this Add-On SKU will be on Horizon version 7.12 or higher
2. This service allows for the installation of up to two (2) Horizon Cloud Connectors
3. Desired Add-On service must be confirmed in writing by Customer before services will begin.
4. Design, implementation, or integration of multi-domain or multi-forest configuration, or troubleshooting issues with Active Directory or group policies is out-of-scope of this datasheet.
5. Modifications to the environment or troubleshooting items like Custom Images, Desktop Image Hardening, Quota Changes and VPN setup are out-of-scope of this datasheet.
6. Generation, registration, implementation or troubleshooting of third-party or internal SSL certificates by VMware is out-of-scope of this datasheet.
7. Custom documentation, architecture diagrams or Project Management are out-of-scope of this datasheet.
8. High Availability (HA) and Disaster Recovery (DR) setup are out-of-scope of this datasheet.
9. Configuration of software other than VMware is the responsibility of the Customer.
10. 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.
11. VMware and the Customer will work closely together to ensure that project scope remains consistent, and issues are resolved in a timely manner. The Product Deployment Team will not provide a project manager as a role under this datasheet.
12. All work will only be delivered remotely via screen-share. On-site travel is out-of-scope.

13. All work, documentation and deliverables will be conducted during VMware local business hours and will be provided in English.
14. The period of performance is limited to twelve (12) months from purchase date. Federal and Public-Sector customers who exceed this limit may contact their VMware representative for further clarification.
15. The scope of the services is deemed complete upon one (1) of the following criteria:
 - 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 purchase date.
16. Any feature not listed in Services Deliverables is out of scope, unless discussed and agreed to with the Product Deployment Team prior to purchase.
17. A fully functional Horizon on-premises (or) Horizon on VMware Cloud, VDI deployment is required to integrate the Horizon VDI environment to the Horizon Cloud Control Plane.
18. A fully functional Horizon on-premises and VMware vSphere® (or) Horizon on VMware Cloud, VDI deployment is required to use the Image Management functionality from the integrated instance of the Horizon VDI environment on the Horizon Cloud Control Plane.
19. Customer to have the required VMware Horizon (Universal / Subscription type) license to facilitate the integration to the Horizon cloud control plane.
20. Customer to ensure prerequisites must be in place for the deployment of the Horizon Cloud Connector installation and the services of this Add-On to be performed.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
Phase 1 (Plan)				
1.1	Confirm existing VMware Horizon environment and licensing	Environment Validation	Joint	
1.2	Review datasheet		Joint	Understand service assumptions and scope

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
1.3	Identify business requirements for adding the Horizon VDI environment to the Horizon Cloud Control Plane		Customer	
1.4	Provide deployment proposal, prerequisites, and review Horizon on-premises and vSphere (or) Horizon on VMware Cloud	Design Sign-Off Form	VMware	
Customer requirements to proceed to Phase 2 (Execute)				
1.5	Confirmation/Approval on deployment proposal	Customer approval of the Design Sign-Off Form	Customer	
1.6	Validate prerequisites in place for Execute	Deployment validation	Joint	
Phase 2 (Execute)				
2.1	Deployment check of prerequisites for Horizon Cloud Connector installation		Joint	
2.2	Installing and configuring the Horizon Cloud Connector (x2)		VMware	Limitation is one (1) Horizon Cloud Connector per Horizon POD
2.3	Integration of Horizon on-premises / Horizon on VMware Cloud environment to the Horizon Cloud Control Plane		Joint	

Learn more

Visit vmware.com/services.

Service Deliverables				
ID	Description	Tool/Deliverable	Primary Owner	Comments
2.4	Validation of Horizon Universal Licensing applied to Horizon on-premises/Horizon on VMware Cloud environment	Horizon Universal Licensing	VMware	
2.5	Feature walkthrough of Horizon Universal Brokering and Multi-Cloud	Horizon Universal Brokering and Multi-Cloud	Joint	
2.6	Feature walkthrough of Horizon Cloud Image Management	Image Management	Joint	
Phase 3 (Close)				
3.1	Review completion of Activity outlined in deployment approach		Joint	
3.2	Knowledge Transfer: walkthrough of the implemented Add-On solution and best practices		VMware	
3.3	Customer Support transition	VMware delivers services completion material and contact information for Support / CSR	VMware	Transition to Support meeting

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.