

VMWARE HORIZON® CLOUD SERVICE™ HOSTED INFRASTRUCTURE ADVANCED ONBOARDING

AT A GLANCE

The VMware Horizon® Cloud Service™ Hosted Infrastructure Advanced Onboarding accelerates a customer's adoption of Horizon Air by assisting in the creation of their cloud-based desktop environment and integrating it with their existing network. VMware consultants work closely with the customer to understand their requirements to provide an onboarding service that meets that organization's specific needs. In addition, the consultants will provide knowledge transfer in critical areas including management of the new environment that will make it easier to scale out as the need arrives.

The service will onboard the organization's first fifty (50) Horizon Air desktops, including installation of three (3) applications and integration with the organization's network and Active Directory environments. A knowledge transfer of the Enterprise Center IT Admin portal will be conducted to enable the customer to continue to manage their Horizon Air environment.

BENEFITS

- Provides a faster return on investment from the Horizon Air subscription by accelerating the migration to the environment.
- Provides expert advice and execution from onsite, dedicated VMware consultants.
- Provides detailed knowledge transfer of the environment that will enable efficient management both with the initial deployment and as the environment scales.

Overview

Desktop as a Service (DaaS) enables enterprises to realize the potential benefits associated with virtual desktop (VDI) environments—reduced deployment complexity; improved management, security and compliance; and superior end-user productivity—without the capital expense and complicated systems integration of building and deploying a customized internal solution.

VMware Horizon Air delivers desktops and applications as a cloud service to enable the deployment of Windows desktops and applications from the cloud to any user, anywhere, on any device.

VMware Horizon Cloud Service Hosted Infrastructure Advanced Onboarding

The VMware Horizon Cloud Service Hosted Infrastructure Advanced Onboarding provides a bundle of professional services to accelerate a customer's onboarding to Horizon Air and to facilitate a successful deployment of their first order of Horizon Air desktops. VMware consultants will work closely with the customer throughout the engagement to assist knowledge transfer for how to use the Horizon Air platform, provide a project plan for how to roll out the first pool of cloud-based desktops, and establish image design and troubleshooting services to optimize the desktop image for the user community.

Customer Profile

New Horizon Air desktop customers who want a faster time to onboard their users to Horizon Air to realize benefits of the new environment so that users have a positive experience the first time using their new Horizon Air desktop.

Deliverables

The engagement provides the following deliverables:

- Provide Project Management services for pre-engagement call(s), check-in calls, project planning and documentation of success criteria.
- Provide up to 16 hours of Design and Planning services:
 - Determine success criteria for the deployment.
 - Conduct design and planning workshops to determine desktop requirements.
 - Assist customer with the planning of desktop pools to support up to a total of fifty (50) desktops.
- Provide up to sixty-four (64) hours of end-user deployment, testing, and handover services:
 - Assist customer with the setup of up to two (2) gold patterns with up to three (3) customer-selected applications.

- Assist with the deployment of up to fifty (50) desktops.
- Conduct testing of the Admin Portal and verify connectivity to desktops.
- Conduct detailed knowledge transfer of the Enterprise Center IT Admin portal.

Engagement Overview

The following are the key activities for this service.

Pre-Week One

- Pre-engagement call with customer to initiate the project and discuss the following:
 - Project scope and objectives.
 - Project timelines, scheduling, and logistics.
 - Identifying key customer project team members to work with the VMware team.
 - Reviewing the work streams, phases, and use cases.
 - Identifying and agreeing to key customer activity dates.
 - Availability of appropriate facilities, including meeting rooms, work locations, whiteboards, projectors, special access needs, and any other pertinent information needed prior to VMware consultant arriving onsite
 - Reviewing the engagement prerequisites and other preparation required in advance of the project kickoff (for example, Horizon Air account and access, and readiness for VPN connectivity).

Week One

- Hold a project kickoff meeting between the Customer and the VMware consultant:
 - Confirm project readiness.
 - Define project roles.
 - Review deployment project plan.
 - Review expected activities and deliverables.
- Select and mutually agree to up to five (5) success criteria for solution validation:
 - Document technical, business, and operational requirements.
- Design and planning:
 - Review assessment of targeted desktop workloads.
 - Identify the pool type to match each use case.
 - Review Active Directory best practices (such as GPOs, protocol optimization, and ADM templates).
 - Identify user profile design.
 - Discuss pool management strategies.
 - Discuss application deployment strategies.
 - Discuss application virtualization options.
 - Which applications to include during the project

Week Two

- Image deployment and pool creation:
 - Create up to two (2) pools.
 - Install up to 3 (three) standard (low complexity) applications selected by customer and agreed to by VMware.

- Review and configure two (2) gold patterns.
- Optimize gold patterns for VDI, based on VMware best practices
- Map virtual desktops to test end users
- User testing and validation:
 - Confirm access to desktops using all appropriate protocols.
 - Validate application access.
 - Send Welcome Kit to selected end users.
 - Includes training video
 - Conduct end-user testing, gather feedback, and assist with modifications to the environment.
 - Validate solution based on defined success criteria.
- Knowledge transfer and training:
 - Advanced knowledge transfer of Enterprise Center.
 - Best practices for ongoing management of the Horizon Air environment.

VMware Responsibilities

- Plan and coordinate all activities related to the provisioning of the VMware Horizon Cloud Service Hosted Infrastructure Advanced Onboarding with the Customer and VMware teams.
- Manage coordination with the Customer's project manager and lead all project status calls.
- Track VMware progress and deliverables.
- Provide escalation triage.
- Lead knowledge transfer sessions.
- Provide guidance and recommended practices for desktop engineering and testing services on Horizon Air
- Assist Customer with issues related to the initial deployment of the fifty (50) Horizon Air desktops.

Customer Responsibilities

- Assign a project lead and point of contact.
- Provide access to technical resources with expertise in the following areas:
 - Desktop engineering.
 - Network and security.
 - Active Directory.
 - Applications.
- Complete the deployment worksheet and define success criteria.
- Provide VMware Consultants with access to any applications, systems, and staff resources as required, allowing VMware to fulfill its obligation in completing the Advanced Onboarding service defined by this datasheet.
- Conduct end-user testing of peripherals and endpoints.
- Coordinate all communication activities with the selected end users and gather feedback.
- Provide all front line troubleshooting of issues encountered in the desktops before escalating to VMware.

- Customer's project manager and VMware consultant will mutually agree in writing to the formal project plan governing this project. Performance of tasks under the project plan by both parties is required.
- Participate in weekly status call.
- Configuration and verify availability of DNS.
- DHCP services have been configured and a scope provisioned for the Horizon Air platform.
- Verify that KMS is available and desktops are activating as expected.

Scope and Pricing

This is a fixed price, fixed scope service. Contact your local VMware representative for pricing.

- Ten (10) days of onsite VMware Professional Services to complete VMware activities.
- Does not include using a customer-provided image. Images will be provided by VMware.
- Applications will be low complexity and not part of a suite.
- Includes provisioning of up to fifty (50) Horizon Air desktops.
- VMware SKU:

Requirements

- Horizon Air account for up to fifty (50) users.
- Network connectivity to Horizon Air
- Applications for installation.

Terms and Conditions

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Pricing for this service includes travel and other expenses. For detailed pricing, contact your local VMware representative.

About VMware Professional Services

VMware Professional Services transform IT possibilities into business outcomes. Our comprehensive portfolio of services uncovers and exploits the unique opportunities made possible by VMware technology. Drawing on our unparalleled product expertise and customer experience, we collaborate with your team to address the technical, people, process, and financial considerations for IT transformation to deliver results that are positive, tangible, and material to IT and your business.

