# Horizon Workspace

## One Desktop, Many Devices, Streamlined IT

**Business Transformation through IT Transformation**

## Summary

There used to be two ways to work: at the office or remote from the office, whether from home or on the road. In today's post-PC era, even onsite workers are frequently using multiple screens during the workday, moving between desktop and tablet or mobile devices. With the typical worker using up to 20 applications daily, and often more than a dozen concurrently, VMware IT faced the challenge of delivering reliable access while ensuring that IT governance for security and privacy was enforced.

"Users were suffering password fatigue, while IT needed to provide security and compliance as we moved into a hybrid cloud environment," said Bhavin Mathia, a VMware IT architect. "Users were beginning to use public resources like Dropbox to share files, and IT's overhead was increasing as we managed what amounts to multiple desktops per user. Not only that, but it was taking up to 6 weeks to fully provision new employees with all the applications they needed on desktop and mobile devices."

## The Journey

VMware has met the needs of both users and IT with Horizon Workspace, a unified workspace that sits between applications and the underlying IT infrastructure. Horizon Workspace delivers users with access to the data and applications they need from any device type through a private cloud that ensures the security of company-private information. It also gives users all the apps they need through a single URL, eliminating the overhead of remembering more passwords and URLs than humanly possible.

Horizon Workspace has made it possible for new employees to be fully provisioned within two days. This dramatically reduces application TCO while improving business agility through near-immediate employee productivity, noted Mathia. Moreover, IT is assured that that the policies that govern VMware's data and application layers are protected.

Prior to Horizon Workspace, many people were using public resources to share files and information. Now all apps are centralized, and the user only accesses Horizon Workspace to get everything they need. "This way we can make certain that sensitive information stays in our private cloud," said Mathia.

The initiative was launched in November 2012 and has included more than 50 of VMware's most commonly used applications, including Google apps, Marketo, Workday, Changepoint, Zimbra, Vault, and WebEx. The project touches many organizations and requires IT people in various functional areas, but altogether represents the efforts of 2 FTEs working for about 8 months.

Project goals included improved security and compliance, moving access to VMware's View vOS into Horizon Workspace, and defining a process for continual feedback to ensure enterprise readiness for general release. Horizon Application Manager made it possible to duplicate the application environment into Horizon Workspace, said Mathia. VMware IT will eventually remove Horizon Application Manager from the environment but is testing Workspace for 3 months first.

Horizon Workspace helps to more seamlessly incorporate the mobile workforce and reduces IT overhead for device management while increasing end-user productivity. New applications can be delivered to the enterprise more easily, improving business agility, Mathia noted.

"Users expect their data to be available on any device, including web apps, mobile apps, and server-based applications," said Mathia. "This solution meets their needs and those of IT as well."

## The Benefits

With Horizon Workspace, users get their apps faster and can work with business information from any device. IT has lowered application management costs by centralizing file repositories, improving audit and compliance, and essentially creating one unified desktop per user, rather than many. Horizon Workspace delivers secure, policy-based management of applications across the full spectrum, whether SaaS, on-premise, public enterprise, mobile, web and VMware's View technology.

"As an IT initiative, getting business owners to accept change requires building trust," noted Mathia. "They stand with us for the user experience and yet it takes a while for them to get comfortable with the idea that users are going through another layer to access the apps. Application administrators must make minor changes, and IT makes adjustments in Horizon Workspace to take on each new app. It's a process, just one of many that we are evolving to reflect the cloud business model."

Mathia and his team created a reference architecture for implementing Horizon Workspace that can be shared with customers when the solution is available for general release in August 2013.