

# VMware Horizon™ with View™ Production Pilot Service

## AT A GLANCE

The VMware Horizon™ with View™ Production Pilot Service enables enterprises to evaluate the benefits associated with virtual desktop environments—reduced deployment complexity, improved management, security, and compliance, and superior end-user productivity—with the rapid deployment of a limited scale, production VMware Horizon with View Pilot.

## BENEFITS

- Offers companies the opportunity to evaluate desktop virtualization and hosted applications with end users in a safe, limited-exposure environment before implementing a large-scale deployment
- Offers a low-cost alternative deployment option for a defined limited-scale use case
- Provides expert advice and execution from onsite, dedicated VMware consultants
- Provides a proven end user focused methodology for evaluating the ability of VMware Horizon with View to meet business and technical requirements

## Overview

The VMware Horizon with View Production Pilot Service is intended to be an entry-level service that affords the opportunity for “greenfield” customers to have a limited scope, entry-level production environment of Horizon with View, supporting a single production use case.

VMware Horizon with View is the industry’s leading desktop virtualization platform, and the only purpose-built solution for delivering desktops and applications as a secure managed service. Built on the proven power of VMware vSphere®, only View provides the platform, management tools, and rich user experience that customers need to reduce costs, streamline administration, and increase end-user satisfaction.

Upon conclusion of the engagement, VMware consultants will provide a set of documents as specified in the Work Products section, enabling the customer to build out a production pilot with assistance from VMware consultants.

## Customer Profile

The VMware Horizon with View Production Pilot Service is right for companies that are:

- Interested in using View to provide desktops and applications to their end users, but want to validate the solution before moving to a full-scale production deployment.
- Preparing to deploy a small-scale View environment to support a limited use case with minimal requirements.

## Document Work Products

VMware Horizon with View Production Pilot activities will include:

- VMware Horizon with View Production Pilot Project Summary document
- VMware Horizon with View Operational Verification document
- VMware Horizon with View Executive Summary presentation

## Key Activities

The following is a brief outline of the schedule of 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
  - Reviewing the hardware infrastructure needed to support the operational preproduction deployment
  - Identifying and agreeing to key customer activity completion dates
  - Availability of appropriate facilities, including, but not limited to, meeting rooms, work locations, whiteboards, projectors, special access needs, and any other pertinent information needed prior to the VMware consultant arriving onsite
  - Reviewing the engagement prerequisites and other preparation required in advance of the project kickoff (for example, VMware vSphere and Horizon View software licenses)

### Week One

- Kickoff meeting – The VMware project team will lead customer project sponsors and stakeholders in a project kickoff meeting to review expectations about the purpose of the engagement, the delivery approach and timelines, the amount of time and effort required from the participants, and the expected activities and work products.
- Execution of Desktop and Application Assessment – Using automated tools, VMware will execute a limited-scale Desktop and Application Assessment to gather performance, inventory, and application metrics from the targeted devices in the defined use case.
- Requirements gathering and success criteria definition – Customer business requirements, functional requirements, and the specified use case will be reviewed with the customer. VMware will interview key customer personnel and conduct an interactive session to gather the appropriate objectives, policies, and constraints.
- Knowledge transfer sessions – A solution overview knowledge transfer workshop will be conducted to provide the customer with the baseline knowledge and the key View features.

### Week Two

- Infrastructure build – VMware will work with the customer project team to deploy the View software in the customer's production environment in the configuration defined in the Pricing and Scope section of this datasheet.

### Week Three

- Desktop and Application Assessment Review – VMware will review the results of the Desktop and Application Assessment, and use the findings to guide the customer through the desktop image build.
- Desktop Image Build and Review – Working with the customer project team, VMware will assist and provide guidance with the building and optimizing of the desktop image to be used in the Production Pilot environment.

### Week Four

- End-user rollout/deployment – VMware will assist the customer project team with the rollout of View to the designated pilot end users.

### Week Five

- Onsite support – VMware will work with the customer project team to provide general onsite support during the production pilot.
- Project conclusion – To conclude the engagement, the VMware team provides the final set of Document Work Products.

## Roles and Responsibilities

The VMware project team will be composed of multiple roles and might vary in the level of effort as determined by the project needs. VMware anticipates that all team members will contribute throughout the work efforts, utilizing their respective skills and integrating the findings. The roles anticipated for this engagement are described in the following sections.

### VMware Consultant

- Installs and integrates View into the customer environment, including software installation, View configuration, desktop creation, and operating system base image integration.
- Performs desktop and application assessment.
- Provides knowledge transfer to customer IT administrators.
- Assists customer with the pilot rollout, and with issues related to the pilot environment.

### VMware Engagement Manager

VMware will assign an engagement manager to the engagement when the project begins. The engagement manager will identify personnel resources, project structure, communication plan, project plan tools, and overall project management techniques to be used to manage the engagement: objectives for duration,

cost, and provider commitment. The engagement manager will support the customer project manager and assist with:

- Providing overall customer relationship and project management
- Planning and pre-engagement preparation
- Reporting project status and facilitate a weekly 30-minute status call between the customer and VMware teams
- Providing escalation triage and maintaining a risk register
- Logistics, including security, remote access, and facility access

### Customer Project Team

Customer will provide a project manager knowledgeable in pertinent internal customer processes and able to collaborate with the VMware project manager as specified in this datasheet.

Customer's project manager must have the authority to make project decisions and represent the customer in all matters related to this datasheet. Customer's project manager will provide a single consolidated response to any review, approval, change, or decision request.

Customer will support and provide representation at project review meetings at a mutually agreed upon time and location to discuss the project status, issues, new requirements, and overall project satisfaction. These meetings might also cover performance status updates, schedule updates, pending changes, open issues, and action items.

Customer staff will actively participate in this engagement, and individuals with relevant domain, business, and/or technical expertise will be available as required. These participants are the acknowledged spokespersons for the areas they represent, and the VMware project team requires regular and timely access to them. If participants are unable to attend a scheduled meeting, then the customer project manager becomes the final authority on all items of discussion.

### VMware Responsibilities

VMware will coordinate activities of all VMware resources and will provide customer with VMware resources that have the skills and expertise necessary to properly execute the requirements and services set forth in this datasheet.

VMware will provide data requests in advance.

### Assumptions and Customer Responsibilities

- Customer is responsible for installing applications into the desktop image.
- Customer is responsible for installing and configuring a network load balancing solution.

- Customer will provide all required infrastructure as specified in the prerequisites documentation. Customer must meet specific hardware, storage, and compute minimums.
- Customer is responsible for managing endpoints, including distribution and installation of VMware View Clients.
- Completion of any technical discovery efforts that may be required to provide information needed to build out the pilot environment.
- Providing VMware consultants with access to any applications, systems, and staff resources as required, allowing VMware to fulfill its obligation for completing the pilot service as defined in this datasheet.
- Customer will provide a suitable environment for knowledge transfer sessions (overhead projector and conference facilities).
- Customer is responsible for and assumes any risk associated with any problems resulting from the content, completeness, accuracy, and consistency of any data, materials, and information supplied by customer.
- Customer is solely responsible for procuring product support for all software to be used in connection with this engagement. Such product support will be in place and available no later than when VMware consultants first arrive onsite.
- Customer will provide access to facilities and computer systems as required for VMware team to perform tasks as outlined in this datasheet.
- Customer is responsible for executing all items discussed in the project checklist prior to arrival of VMware consultant onsite. Any additional time required of VMware personnel to perform the duties of this datasheet as a result of customer's lack of completion of these checklist items will be considered billable time payable by customer.

### Requirements

Prior to the engagement kickoff, the customer will be asked to review the VMware Horizon with View Production Pilot Prerequisites Checklist to ensure that required hardware, software, networking, storage, and security is ready at the time the VMware consultant arrives onsite.

### Pricing and Scope

VMware estimates that this entire project will not exceed five (5) weeks to execute if all assumptions in the Assumptions and Customer Responsibilities section are met and there are no intervening delays outside of VMware control. Work will be performed according to a schedule agreed upon by both parties. Typically, work is performed during normal business hours and workdays (weekdays and non-holidays).

The scope of the engagement includes the following:

- An estimated twenty-five (25) days of service to complete production pilot VMware activities. All services are conducted onsite by a VMware Professional Services consultant.
- An estimated five (5) days of service to provide project management activities. Such service will be performed by a VMware Professional Services engagement manager.
- Execution of a limited two (2) week desktop and application assessment for the defined use case.
- Conduct knowledge transfer session:
  - Overview of View features and functionality.
  - Best practices and guidance for using View.
- Deployment of a single, production View pilot environment in a single data center, including: one (1) View Connection Server and a single installation of VMware View Composer™.

*Note:* If a customer-installed/configured network load balancer is available, the VMware consultant will install a second View Connection Server for redundancy at no additional charge.

- Deployment of one of the following (customer selects one):
  - Creation of one (1) desktop pool (full or linked clones) supporting up to 100 desktops based on one (1) operating system image and one (1) defined use case, and support for up to 50 concurrent connections on up to two (2) low complexity hosted applications on up to (2) RDS servers.
  - Creation of one (1) desktop pool (full or linked clones) supporting up to 200 desktops based on one (1) operating system image and one (1) defined use case.

*Note:* The View architecture implemented during this pilot is not designed to scale past the number of users and concurrent connections outlined above.

The following are out of scope for this engagement:

- Application suites that contain more than one program, such as Adobe Creative Suite.
- EMR applications such as Epic Hyperdrive, Cerner Millennium, and AllScripts.

- Third-party or internal certificate generation or implementation.
- Deployment to clients over low-speed and/or high-latency network connections.
- Tuning and optimization of the desktop image for low-speed, high-latency network connections.
- Any assessment, plan, design, or implementation services or documentation outside of what is included in the service offering.
- Virtual SAN design/implementation.

For pricing, contact a local VMware representative. VMware SKU: CON-VIEW-PILOT

## For More Information

More information about the VMware Horizon with View Production Pilot Service and related services is available from local VMware representatives and [www.vmware.com/services](http://www.vmware.com/services)

## Terms and Conditions

This datasheet is for informational purposes only. VMWARE MAKES NO WARRANTIES, EXPRESS OR IMPLIED, IN THIS DATASHEET. All VMware service engagements are governed by the VMware Professional Services General Terms and Conditions (see <http://www.vmware.com/files/pdf/services/tc.pdf>). If you are located in the United States, the VMware contracting entity for the service will be VMware, Inc., and if outside the United States, the VMware contracting entity will be VMware International Limited.

## 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.

