

# VMware Horizon DaaS Platform

**Q. What does DaaS stand for?**

A. DaaS stands for Desktops as a Service.

**Q. What do you mean when you talk about delivering a Windows desktop or application as a cloud service?**

A. A cloud provider delivers a full windows desktop or application from their cloud to a user on any device in any location. This is typically offered as a monthly subscription service.

**Q. What is involved in becoming a VMware Horizon DaaS Provider?**

A. To become a VMware Horizon DaaS Provider you must be a VMware Service Provider Program (VSPP) partner. Visit <http://www.vmware.com/partners/service-provider.html> or contact VMware VSPP Sales or [partnernet@vmware.com](mailto:partnernet@vmware.com) to learn more.

**Q. What makes a good DaaS provider?**

A. The most successful DaaS providers have expertise in desktop management and support and offer other hosted, or cloud solutions.

**Q. How quickly can I offer DaaS to my customers?**

A. A service provider meeting all the appropriate requirements can have the VMware Horizon™ DaaS® Platform up and running within 1 week. VMware provides extensive business planning and training support to ensure your DaaS offering is a success. You can also pilot the platform via a pre-made instance to explore the full capabilities of the VMware Horizon DaaS Platform before making a commitment.

**Q. How does VMware license their Horizon DaaS Platform to service providers?**

A. Please contact VMware VSPP Sales or [partnernet@vmware.com](mailto:partnernet@vmware.com) to discuss to discuss VMware Horizon™ DaaS® Bundles available to service providers.

**Q. How do VMware cloud providers typically price hosted desktops powered by VMware Horizon DaaS?**

A. Based upon two criteria: How many desktops are required by the customers (price typically decreases as the number of desktops required increases), and the power of the machines needed. Please contact VMware VSPP Sales or [partnernet@vmware.com](mailto:partnernet@vmware.com) to learn more about pricing and packaging.

**Q. What organizations does DaaS make sense for?**

A. VMware Horizon DaaS makes sense for any organization that is looking to leverage the benefits of virtual desktops in a rapid, scalable, and secure fashion in a pure OpEx model. It is ideally suited for those that prefer IT as a service and require maximum flexibility with known costs.

**Q. Is VMware Horizon DaaS the same as Citrix's desktop product?**

A. They are similar because both offer a complete desktop virtualization platform. However, there are major differences. The VMware Horizon DaaS Platform was built from the ground up for cloud delivery versus on-premise deployments. Secondly, the VMware solution was built for service providers while Citrix's product was built for enterprises. It is very difficult to retrofit enterprise-based software for use in the cloud.

**Q. What display protocol does the VMware Horizon DaaS Platform use?**

A. VMware Horizon DaaS supports both PCoIP and RDP for a premium end-user experience.

**Q. Is your offering based on Windows VDI, RDS or Windows Server?**

A. What makes the VMware Horizon DaaS Platform unique is its ability to deliver all varieties of workspace models as a cloud service. Our multi-tenant architecture enables service providers to cost effectively deliver full VDI desktops while honoring Microsoft licensing restrictions. Our platform can also deliver RDS session-based desktops, dedicated Windows server desktops, as well as individual Windows applications.

**Q. Does the platform support application delivery in addition to full desktops?**

A. Service providers can now choose to give customers access to specific applications running on a personal desktop or shared desktop (RDS). This capability is in addition to, or can be an alternative to, users accessing full desktops or shared desktop sessions.

**Q. Can hosted desktops access shared IT resources on my end customer's network (i.e. file storage, printers, etc.)?**

A. VMware's (formerly Deskton's) patented technology enables your customers to extend their network into the service provider's cloud to provide complete access to all internal shared infrastructure (data and applications).

**Q. What about performance and latency?**

A. This is where desktops as a service (DaaS) shines because customers can leverage multiple service provider datacenters to access desktops from the closest physical location, reducing latency problems, and ensuring delivery of a fast, high-quality desktop that performs in the manner end users have come to expect from traditional desktops.

**Q. What devices or end points can be used to access VMware Horizon DaaS desktops?**

A. The beauty of a cloud-hosted solution is that your customers can use any device, from any location to access their desktops and applications. This includes thin clients, zero clients, PCs, Macs, iPads, Android devices, smartphones, Amazon Kindle Fires, and Google Chromebooks.

**Q. What desktop operating systems are supported?**

A. Windows XP, Windows 7 Enterprise, 32- and 64-bit versions of Windows 7, and Windows 8. Linux desktops and Windows Server skinned as Win7 are also supported. Please contact VMware Sales for the latest supported versions.

**Q. Can I deliver Windows 7 or 8 under DaaS?**

A. Yes. The VMware Horizon DaaS Platform is specifically designed to enable Microsoft licensing compatibility while providing the operational value of a multi-tenant platform.

**Q. How big does a customer footprint need to be to use DaaS?**

A. The customer does not need to buy any hardware to leverage DaaS. Customers of all sizes leverage DaaS as a cost-effective and easy way to implement virtual desktops.

**Q. What does the VMware DaaS offer for VSPP include?**

A. The VMware DaaS offer for VSPP includes two bundles:

- VMware Horizon DaaS Bundle – VDI Edition
- VMware Horizon DaaS Bundle – RDSH Edition

**Q. Are VMware Horizon DaaS Bundles for VSPP available now? How are they priced?**

A. Yes. The VMware Horizon DaaS Bundles for VSPP are available now. Please note that the VMware Horizon DaaS Bundles for VSPP are a restricted product available only to qualifying service providers. Contact your VSPP Business Development Manager or [partnernetwork@vmware.com](mailto:partnernetwork@vmware.com) for requirements and additional details.

**Q. What is VMware Horizon DaaS Bundle – VDI Edition?**

A. VMware Horizon DaaS Bundle is the market leading solution providing service providers with a low cost, subscription-based, multi-tenant, multi-datacenter and secure desktop-as-a-service solution. Designed to address enterprise-class scale, the solution also provides simplicity and ease-of-use from large to small customers. VMware Horizon DaaS Bundles allow enterprises to create or extend their VDI footprint without increasing the financial burden of infrastructure management and ownership. Service providers can provide enterprises with a fully customizable desktop service accessible via the Internet or dedicated network from any location, on any compatible device and with the same user experience as traditional on premise PCs. This edition of the VMware Horizon DaaS Bundle applies only to VDI Desktop and Application workloads.

It includes the following components:

- VMware Horizon DaaS Platform which includes right to run VDI desktop and applications (Windows Client OS, Windows Server OS, Linux OS)
- VMware Horizon View Foundation for VDI workload
- VMware Production Level Support and Service

**Q. What is VMware Horizon DaaS Bundle – RDSH Edition?**

A. VMware Horizon DaaS Bundle is the market leading solution providing service providers with a low cost, subscription-based, multi-tenant, multi-datacenter and secure desktop-as-a-service solution. Designed to address enterprise-class scale, the solution also provides simplicity and ease-of-use from large to small customers. VMware Horizon DaaS Bundle allows enterprises to create or extend their VDI footprint without increasing the financial burden of infrastructure management and ownership. Service providers can provide enterprises with a fully customizable desktop service accessible via the Internet or dedicated network from any location, on any compatible device and with the same user experience as traditional on premise PCs. This edition of the VMware Horizon DaaS Bundle applies only to RDSH Desktop and Application (i.e. Terminal Services Session-based) workloads.

It includes the following components:

- VMware Horizon DaaS Platform which includes right to run session desktop and applications (Windows Server OS with RDSH)
- VMware Horizon View Foundation for RDSH workload
- VMware Product Level Support and Service

