

Subscription Upgrade Program (SUP) for Horizon

Q. What is the current offer?

A. The Subscription Upgrade Program (SUP) for Horizon is a program that gives “upgrade pricing” to customers with perpetual VMware Horizon® licenses who want to upgrade to subscription VMware Horizon® Cloud Service through entitlement to Horizon Universal License. Pricing is at a 20–25 percent discount to list price. There is a 20 percent discount to go to Workspace ONE Enterprise SaaS bundles and a 25 percent discount to go to Horizon Universal Licenses.

Horizon Universal Licenses allow you to deploy on premises or on the public cloud, and deliver cloud services through the Horizon Cloud control plane console.

As part of the SUP for Horizon, perpetual licenses that have been upgraded must be relinquished, similar to any other upgrade. If your goal is to keep and run the perpetual licenses, you should not use this program, and should instead purchase Horizon Universal Licenses outside of the SUP for Horizon.

Q. What is the value of this promotion?

A. Horizon Universal is a subscription offer that delivers license portability and entitlement to run Horizon in the public cloud or on premises. It also provides access to the Horizon Cloud control plane and cloud services therein, such as monitoring, help desk, and lifecycle management.

Q. What is the timeframe for this promotion?

A. The program is effective starting November 8, 2019 and will run until December 31, 2021 to allow enough time for customers to take advantage of this program at renewal.

Q. What are the requirements of this promotion?

A. You must own Horizon perpetual licenses and be up to date and active on Subscription and Support (SnS) to be eligible. You can take advantage of this promotion at the time of renewal.

Q. What are the Terms and Conditions for the Subscription Upgrade Program for Horizon?

A. See the [Terms and Conditions document](#).

Q. What options are available?

A. Available options are summarized in the following table.

From (Perpetual)	To (Subscription)
Horizon Standard CCU, Horizon Advanced CCU, Horizon Enterprise CCU	Horizon Universal CCU
Horizon Standard CCU, Horizon Advanced NU, Horizon Enterprise NU	Horizon Universal NU
Horizon Apps Standard CCU, Horizon Apps Advanced CCU	Horizon Apps Universal CCU
Horizon Apps Standard NU, Horizon Apps Advanced NU	Horizon Apps Universal NU
Horizon Standard CCU, Horizon Advanced CCU, Horizon Enterprise CCU	Workspace ONE Enterprise for VDI, shared or managed, device or user
Horizon Standard NU, Horizon Advanced NU, Horizon Enterprise NU	Workspace ONE Enterprise for VDI, shared or managed, device or user
Horizon Apps Standard CCU, Horizon Apps Advanced CCU	Workspace ONE Enterprise, shared or managed, device or user
Horizon Apps Standard NU, Horizon Apps Advanced NU	Workspace ONE Enterprise, shared or managed, device or user
Workspace ONE Enterprise (perpetual) NU	Workspace ONE Enterprise for VDI, shared or managed, device or user

Terms: Month, 1-year, 2-year, 3-year, 4-year, 5-year

Payment terms: Monthly, Annual, Prepaid

Types: Commercial, Academic

Q. If I buy through a channel partner, will my order(s) be eligible?

A. Yes, purchases made through channel partners are eligible for this program.

Q. Who is eligible for this promotion?

A. This promotion is available to all commercial and academic customers.

Q. Are promotion purchases eligible for VMware purchasing programs?

A. This promotion is not eligible for VMware Enterprise Purchasing Program (EPP). This promotion cannot be combined with any other promotions or discounts for the same product.

Q. Do academic discounts apply?

A. Yes, academic upgrade SKUs are available.

Q. Why would I want to upgrade to subscription? Can't I just run my perpetual licenses in the cloud?

A. No, perpetual licenses are restricted from running in the public cloud per the [Product Guide](#). Horizon Cloud Service (via Horizon Universal subscription licenses) provides license portability to the public cloud and can also be deployed on premises.

Q. If I move from perpetual to subscription, do I have to reinstall and configure Horizon?

A. Not necessarily. If you have an existing deployment and you want it to remain on the same hardware, then you can flip an existing deployment from perpetual to subscription by installing the cloud connector.

If you intend to move a deployment to new hardware then you will need to reinstall and configure.

Q. If I upgrade my perpetual Horizon licenses to Horizon Universal, what happens to my perpetual Horizon licenses?

A. After implementing the SUP for Horizon, you no longer have entitlement to use the perpetual licenses that have been upgraded to Horizon Universal Licenses. This is similar to any other upgrade and is described in the Terms and Conditions for the SUP for Horizon and also outlined in the Service Description for Horizon Service and the [Product Guide](#) for Horizon Subscription. You may no longer use the perpetual license keys.

Q. Can I upgrade some of my perpetual licenses (but not all of them)?

A. Yes, you may upgrade some of your perpetual licenses and maintain a perpetual deployment. However, you may not mix a perpetual and subscription environment. You must have two distinct environments with two different administration consoles.

Q. Is there a minimum number of licenses to upgrade?

A. Yes, there are three general parameters:

1. If you don't have an existing subscription environment (that is, no SID #), then you must upgrade a minimum of 50 seats (licenses).
2. If you have an existing subscription environment, then the minimum is 10 seats (licenses).
3. If your smallest pack is a 100-pack, then you must upgrade the entire pack.

Q. Can I change my mind and go back to perpetual licenses?

A. No, this is a one-way upgrade to Horizon Universal Licenses. However, remember that Horizon Universal is very flexible and in addition to running in the public cloud, you can also opt to run it on premises. You will also get access to cloud services.

Q. What happens at renewal?

A. SUP for Horizon SKUs are not renewable. Horizon Universal Licenses should be used instead.

Q. Is Subscription and Support (SnS) required?

A. No, there is no need to purchase Subscription and Support separately because it is already included in your Horizon Universal subscription.

Q. Who can I contact if I have questions?

A. Please contact your VMware authorized reselling partner or VMware account representative if you have any questions.