VMWARE HORIZON CLOUD SERVICE

Q. What is Horizon Cloud?

A. The VMware Horizon® Cloud Service™ delivers feature-rich virtual desktops and applications using a purpose-built cloud platform that is scalable across multiple deployment options, including fully managed infrastructure from VMware, public cloud infrastructure from Microsoft Azure, or on-premises hyper-converged infrastructure (HCI). The service supports a cloud-scale architecture that makes it easy to deliver virtualized Windows desktops and applications to any device, anytime. And, with a flexible subscription model and turnkey solutions, organizations can easily get up and running and scale quickly.

Q. What are the key benefits of Horizon Cloud?

A. Horizon Cloud was built from the ground up to manage and deliver workspaces as a cloud service. Unique features of the service include:

- Premium End-User Experience – Horizon Cloud delivers a superior end-user experience, with an interface that adapts to the device and is optimized to ensure the best possible user experience across the WAN and LAN.
- Ultimate deployment flexibility – Choose the right combination of dedicated desktops, shared desktops, and hosted apps to best meet the needs of your business.
- Reduced costs – Reduce per-user costs by delivering shared desktops and apps with a personalized experience.
- Enterprise-grade service – Gain peace of mind that your cloud environment is always available and secure with a guaranteed SLA and built-in security and support backed by VMware.
- Hybrid-cloud readiness – Seamlessly provision and manage services on-premises or in the cloud with true hybrid-cloud flexibility using a single unified cloud control plane.

Q. Who should use Horizon Cloud?

A. Horizon Cloud makes sense for any organization that is looking to leverage the benefits of virtual desktops and hosted apps but desires to:

- Reduce upfront costs and move to an OpEx model with predictable economics.
- Lower the total cost of ownership of virtual desktops and hosted apps.
- Gain flexibility and agility, and speed their time of delivery.
- Provide a great end-user experience without sacrificing IT security and control.
- Move towards the cloud at their own pace.

Q. How does Horizon Cloud work?

A. Horizon Cloud provides virtual desktops and hosted apps as a cloud service that can be delivered to any device, anywhere. End users will access their virtual desktop and hosted apps with the VMware Horizon Client or through the Web from the device of their choice. Virtual desktops and hosted apps reside in the cloud or on-premises and IT can easily manage these using existing skills and tools.

Q. What does it mean that Horizon Cloud supports multiple deployment options?

A. No longer do you have to choose between cloud or on-premises deployments. Horizon Cloud gives you the choice to bring your own infrastructure or purchase fully-managed infrastructure from VMware, giving you as much or as little control as you want over your virtual desktop infrastructure.

- Horizon Cloud with Hosted Infrastructure – designed for organizations looking to outsource management of infrastructure to the cloud for a true desktop-as-a-service experience. Great for quick scaling and predictable economics.
- Horizon Cloud with On-Premises Infrastructure – designed for organizations that would like to have greater control over their virtual desktop infrastructure. Ideal for those with tight security or performance requirements.
- Horizon Cloud on Microsoft Azure – Connect Microsoft Azure Infrastructure-as-a-Service (IaaS) to Horizon Cloud to deliver and manage virtual desktops and applications, ideal for organizations with an Azure subscription.

Q. How is Horizon Cloud sold?

A. Horizon Cloud is available in two subscription models:

- Per named user (NU) – For virtual environments with staff that require dedicated access to virtual machines throughout the day.
- Per concurrent connection (CCU) – For virtual environments with a high number of users who share machines throughout the day, such as students and shift workers.

You then purchase Horizon Cloud hosted infrastructure directly from VMware or bring your own Microsoft Azure or certified hyper-converged infrastructure to hosted your virtual desktops and applications.

Q. Where can I get pricing information for Horizon Cloud?

A. Horizon Cloud is based upon a monthly subscription model. The latest pricing information for Horizon Cloud user licenses and hosted infrastructure options can be found here.

Q. How do I buy Horizon Cloud?

A. You can purchase Horizon Cloud directly from VMware or your preferred reseller. Please contact VMware Sales to learn more.

Q. In what markets is Horizon Cloud available?

A. Horizon Cloud is available globally for on-premises deployments. Horizon Cloud hosted capacity from VMware is currently available in the US, Japan, UK, and Germany.

Q. Does Horizon Cloud support multi-tenancy?

A. Yes, Horizon Cloud is a multi-tenant service.

Q. What on-premises infrastructure does Horizon Cloud support?

A. Horizon Cloud supports hyper-converged infrastructure appliances from an ever-expanding ecosystem of partners. Today we support hardware from Dell EMC, QCT, Hitachi, and Pivot3.

Q. What kind of technical support is available for VMware Horizon Cloud?

A. Horizon Cloud includes production-level support.

Q. What kinds of IT management and security settings are included?

A. IT will be able to create virtual desktops and hosted apps using their own or gold pattern images provided by VMware. IT can also create desktop pools for assignment of images and desktops can be assigned to end users. IT will also manage secure connectivity to their internal network including integrating virtual desktops and hosted apps into their Active Directory environment. In addition, full support of multi-factor authentication to the administration console and virtual desktops can be configured by IT.

Q. Can I use the Horizon Cloud service if I don't have VMware Horizon or VMware vSphere?

A. Horizon Cloud hosted infrastructure includes vSphere. For on-premises infrastructure deployments you will need to provide vSphere licensing.

Q. What display protocol does Horizon Cloud use?

A. Horizon Cloud supports VMware Blast Extreme and Teradici PCoIP protocols for a premium end-user experience. In addition, with Horizon clients, you get a great end-user experience across networks and devices with support for unified communications, USB devices, 3D, multimedia and gestures.

Q. What is the difference between Blast Extreme and PCoIP?

A. Blast Extreme is a new display technology built on the H.264 protocol. It offers customers an additional means by which their virtual desktops and apps can be remoted to their client device. Horizon Cloud continues to support devices that leverage PCoIP, and with the addition of Blast Extreme, customers can choose the display technology that best fits their use cases.

Q. Does Horizon Cloud support vGPU-accelerated desktops?

A. Horizon Cloud supports NVIDIA GRID vGPU to deliver secure, immersive 3D graphics via virtual desktops that can be easily accessed across devices and locations, more affordably than ever before. Currently this functionality is only supported for hosted infrastructure deployments.

Q. What is NVIDIA GRID vGPU?

A. GRID vGPU is a graphics acceleration technology from NVIDIA that enables a single GPU (graphics processing unit) to be shared among multiple virtual desktops. This capability is useful for graphics-intensive use cases such as designers in a manufacturing setting, architects, engineering labs, higher education, oil and gas exploration, clinicians in a healthcare setting, as well as for power users who need access to rich 2D and 3D graphical interfaces.

Q. What are some typical use cases for GRID vGPU?

A. Power users and designers can benefit from the performance of shared graphics acceleration, but with the additional benefit of native NVIDIA driver support, as well as increased graphics performance over vSGA or Soft 3D. GRID vGPU brings a wealth of certified and

supported professional applications that are only certified with NVIDIA drivers.

Q. Are vGPU-enabled Horizon Cloud desktops available in all data center locations?

A. Today, Horizon Cloud only supports vGPU in US data centers. We are currently working diligently to expand availability to other data center locations. Currently, this is only supported for cloud-hosted deployments.

Q. Does the platform support application delivery instead of full desktops?

A. Yes. Horizon Cloud supports Microsoft RDS Host capacity, called Hosted Apps Servers, to publish applications. Currently, this is only supported for cloud-hosted deployments.

Q. Can my hosted desktops and apps access shared IT resources that might be on my corporate network (e.g., file storage, printers, etc.)?

A. Yes. Horizon Cloud provides the ability for IT to configure secure connectivity between their virtual desktops and hosted apps delivered by Horizon Cloud and their corporate network. In addition, virtual desktops can be configured to be part of the corporate Active Directory domain so that they function just like any other desktop.

Q. What devices or end points can I use to access my desktops?

A. With Horizon Cloud you can use any device, anywhere to access your desktop and applications. This includes thin clients, zero clients, PCs, Macs, iPads, Android devices, smartphones, Amazon Kindle Fires, and Google Chromebooks.

Q. Does Horizon Cloud service support Windows 10 desktops?

A. Yes.

Q. Can customers install their own software on these virtual desktops and Hosted Apps Servers?

A. Yes, customers can install and configure their own software on virtual desktops and Hosted Apps Servers.

Q. Can customers buy additional storage if needed?

A. Yes, hosted infrastructure customers can purchase additional end-user storage from VMware as needed.

Q. Can Horizon Cloud desktops and apps be accessed from a browser?

A. Yes, Horizon Cloud desktops and apps can be seamlessly accessed from an HTML5 browser and through Google Chromebooks.

Q. If I have Horizon, why would I use Horizon Cloud?

A. Customers using Horizon can easily extend their virtual desktop deployment with Horizon Cloud to support new projects and use cases such as mergers and acquisitions, contract/ temporary/seasonal workers, and branch offices. Also, for projects where upfront capital is not available, Horizon Cloud provides the ability to move to an OpEx model with predictable economics for maximum flexibility and agility. Since both Horizon Cloud and Horizon use the same client, end users can take advantage of a seamless experience across on-premises and cloud hosted virtual desktops.

Q. What is the difference between Horizon Cloud and VMware Horizon 7?

A. Horizon Cloud is a software service, hosted and maintained by VMware. As a true hybrid solution, the service allows customers to have desktops and applications hosted in the cloud by VMware or on-premises on validated, preconfigured, hyper-converged infrastructure solutions, and manage them from a single cloud-control plane.

On the other hand, VMware Horizon 7 is a product that enables virtual or RDSH-hosted desktops and applications on platforms that are completely on-premises. Horizon Cloud uses core capabilities found within both Horizon 7 and builds upon them with intelligent, cloud-based automation and orchestration.

Q. How does the client experience differ from Horizon?

A. Horizon Cloud uses the same end-user clients, the Horizon Client. This enables a rich end-user experience that can span on-premises and cloud-hosted desktops.

Q. How do I get the Horizon Client for my devices and how much does it cost?

A. The Horizon Client for different devices is included as part of the Horizon Cloud subscription at no additional cost and is available within the product download portal. The Horizon Client for iOS is available in the Apple iTunes store. The Horizon Client for Android is available in the Google Play store.

Q. Does Horizon Cloud offer a shared (non-persistent) image model?

A. Yes, Horizon Cloud offers both persistent and non-persistent virtual desktops, as well as shared desktops using RDS Hosts.

Q. What is VMware App Volumes?

A. VMware App Volumes™ supports real-time application delivery to virtualized desktop environments. As a capability of Horizon Cloud, App Volumes allows IT to build a real-time application delivery system that ensures all applications are centrally managed.

Applications are delivered to virtual desktops through virtual disks, without modifying the VM or applications themselves, and can be scaled out to virtual desktops with superior performance, at lower costs, and without compromising end-user experience.

Q. What is VMware User Environment Manager?

A. VMware User Environment Manager™ offers personalization and dynamic policy configuration across any virtual, physical, and cloud-based environment. As a capability of VMware Horizon Cloud, User Environment Manager can simplify end-user profile management by providing organizations with a single and scalable solution that leverages existing infrastructure. IT can simply map infrastructure (including networks and printer mappings) and dynamically set policies for end users to securely support more use cases. With this solution, end users can also enjoy quick access to their Windows workspace and applications, with a personalized and consistent experience across devices and locations.

Q. What is Instant Clone Technology?

A. VMware Instant Clone Technology gives admins the ability to rapidly clone and deploy virtual desktops, as much as 10x faster than what is currently possible. Instant Clone Technology uses rapid in-memory cloning of running virtual machines and copy-on-write to quickly deploy clones of a parent virtual desktop.

Q. What is unique about Horizon Cloud technology?

A. Horizon Cloud provides a cloud-based management layer hosted by VMware and designed to offer IT administrators a 'single pane of glass' to unify the administration of virtual desktops and apps running either on managed public cloud infrastructure or hyper-converged infrastructure appliances sitting on-premises. Customers can use the cloud-control plane to configure desktops, apps, and policies for groups of users hosted on-premises.

One key element of the Horizon Cloud technology is just-in-time (JIT) provisioning of virtual desktops and applications. Using the configurations made in the cloud-control plane, Horizon Cloud leverages VMware App Volumes, User Environment Manager, and VMware Instant Clone technologies to assemble personalized virtual desktop and application environments when an end user logs in, giving IT administrators high flexibility in leveraging the infrastructure.

Q. Where can I learn more about Horizon Cloud?

A. You can learn more about Horizon Cloud on vmware.com at www.vmware.com/go/horizoncloud.

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