Overview

Horizon Air enables enterprises to realize the potential benefits associated with virtual desktop infrastructure (VDI) environments—reduced deployment complexity; improved management, security and compliance; and superior end-user productivity—without the capital expense and complicated systems integration of building and deploying a customized internal solution.

Horizon Air delivers desktops and applications as a cloud service to customers. VMware Horizon Air enables the deployment of Windows desktops and applications from the cloud to any user, anywhere, on any device.

Target Customers

New Horizon Air desktop customer that would like a faster time to onboard their users to Horizon Air to realize benefits of the new environment and to ensure their end-users have a great experience the first time they use their new Horizon Air desktop.

Deliverables

This engagement provides the following deliverables:

- Provide Project Management services for pre-engagement call(s), check-in calls, project planning and documentation of success criteria
- Provide up to 16 hours of Horizon Air Advanced Onboarding services/workshop
  - Determine success criteria for the deployment
  - Conduct Horizon Air Advanced Onboarding services/workshops to determine requirements of the desktops
  - Assist customer with planning of the desktop pools to support up to a total of fifty desktops
- Provide up to 64 hours of end-user deployment, testing and handover services
  - Assist customer with the setup of up to two gold patterns with up to three customer selected applications
  - Assist with the deployment of up to fifty desktops
  - Conduct testing of the Enterprise Center Admin portal and verify connectivity to desktops
  - Conduct detailed knowledge transfer of the Enterprise Center IT Admin portal
Engagement Overview

• Hold a project kickoff conference call between the Customer and the VMware Consultant:
  - Ensure project readiness
  - Define project roles
  - Review deployment project plan
  - Set project start/end dates and milestones
  - Identify use cases and goals of the customer
  - Define success factors
  - What might be expected barriers
  - Which applications to include during the project
• Select and mutually agree on up to five (5) success criteria for solution validation.
  - Document technical, business and operational requirements
• Design and Planning
  - Identify pool type to match each use case
  - Review Active Directory best practices in relation to Horizon Air (OU’s, groups, users)
  - Discuss user profile solutions available and highlight reasons the customer may want to look into using them
  - Discuss use case and required application installation requirements on 2 Gold Patterns
  - Install up to 3 (three) standard (low complexity) applications selected by customer and agreed to by VMware
  - Discuss pool management strategies
  - Discuss Application virtualization and deployment options for consideration as the environment grows beyond the initial 50 desktops
• Image Management/Pool Creation/Configuration
  - Assist in building initial Gold Patterns (images) for the required OS types
  - Create up to 2 pools
  - Map virtual desktops to test end-users or groups.
  - Assist with implementation and configuration of VMware View ADM Templates (ThinPrint, USB redirection, PCOIP configuration)
• Enterprise Portal – Hands-on enablement to customer
  - User Testing and Validation
  - Confirm access to desktops using all appropriate protocols
  - Validate application access and performance
  - Send Welcome Kit to selected end-users
• Includes training video
  - Conduct end-user testing, gather feedback and provide support for modifications to environment
• Knowledge Transfer/Training
  - Advanced knowledge transfer of Enterprise Center
  - Best practice for ongoing management of the DaaS environment
• Validate solution based on defined success criteria
• Establish weekly status calls to review progress and answer any questions
• Conduct a survey to retrieve end-user’s feedback for evaluation purposes

Roles and Responsibilities

VMware

• Plans and coordinates all activities related to the provisioning of the VMware Horizon Air service with the Customer and VMware Client Services teams.
• Manages coordination with Customer project manager and leads all project status calls
• Tracks VMware progress and work products
• Provides escalation triage
• Leads knowledge transfer sessions
• Provides guidance and best practices for desktop engineering and testing services on Horizon Air
• Assists Customer with issues related to the initial deployment of the 50 Horizon Air desktops

Customer

• Assign a Project lead and point of contact
• Provide access to technical resources with expertise in the following areas:
  - Desktop Engineering
  - Network/Security
  - Active Directory
  - Applications
• Complete deployment worksheet and define success criteria
• Provide VMware Consultants with access to any applications, systems and staff resources as required, allowing VMware to fulfill its obligation in completing the Advanced Onboarding service defined by this datasheet.
• Conducts end-users testing of peripherals and end-points
• Configuration of printers
• Coordinate all communication activities with the selected end-users and gather feedback
• Provide all front line troubleshooting of issues encountered in the desktops before escalating to VMware
• Customer’s project manager and VMware consultant will mutually agree in writing to the formal project plan governing this project. Timely performance of tasks under the project plan by both parties is assumed.
• Participate in weekly status calls
• Configuration and ensure availability of DNS
• DHCP Services have been configured and a scope provisioned for the horizon air platform.
• Ensure that KMS is available and desktops are activating as expected

Requirements
• Horizon Air Account for up to 50 users
• Network Connectivity to Horizon Air including the setup of any VPNs

For More Information
More information about the VMware Horizon Air Onboarding Service and related services is available from your local VMware representatives and www.vmware.com/services.

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