VMware Horizon on Azure
VMware Horizon Cloud Professional Services
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Activities & Services

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OBJECTIVES

- Implement a greenfield deployment of VMware Horizon Cloud on Azure running in an existing Azure tenant to support XX users.
- This will enable users to work remotely and be productive without VPN access.
  
  - To achieve this, RoundTower proposes to design, build and test a Pilot in Horizon Cloud on Azure to support an initial wave of testing up to one-hundred (100) users.
  
  - The Horizon Cloud environment will easily scale to onboard additional users as needed.

APPROACH

- RoundTower will gather requirements to build a design document and present for customer’s approval.
- RoundTower will configure the Horizon Cloud environment and connect to Azure resource location.
- RoundTower will install, configure, and optimize up to four (4) master images to be used across the various use cases.
- RoundTower will configure various policies based on the design to handle user profiles, user data, printing, peripherals, etc.
- RoundTower will perform functional testing of the environment along with testing connectivity from up to five (5) endpoint device types.
- RoundTower will provide up to forty (40) hours of User testing and Pilot support for up to one-hundred (100) Users followed by a Production rollout.

OUTCOMES

- VMware Horizon on Azure configured and deployed to support production access for employees remotely and internally.
- Remote access enabled for users to Horizon published applications and VDI desktops.
<table>
<thead>
<tr>
<th>Workstream</th>
<th>Objectives / Scope</th>
<th>Benefits</th>
</tr>
</thead>
</table>
| Project Management          | • Project scheduling meeting to define RoundTower project resources, client project resources, and timeline  
                              | • Documentation of scheduled project activities  
                              | • Project closure documentation to formalize the end of project | • Track Progress and Deliverables  
                              |                                                                                | • Manage risks, issues and change activities  
                              |                                                                                | • Clear communication and project updates |
| Design & Analysis           | • Requirements gathering sessions  
                              | • Design documentation creation  
                              | • Present design for approval | • Ensure success by identifying current business and technical requirements |
| Implementation              | • Configuration of Horizon Control Plane  
                              | • Horizon Control Plane Services: Configure image management, app management, monitoring, and Universal Broker  
                              | • Configuration of a new Azure Tenant (if required)  
                              | • Configuration of any Active Directory, DNS and DHCP requirements  
                              | • Configuration of RDS Licensing to support Server-based Horizon connections  
                              | • Connect Horizon Control Plane to Azure resource location  
                              | • Install and Configure up to (2) UAG’s  
                              | • Configuration of external access URLs, public DNS, policies  
                              | • Configuration of up to (2) master images for Server-based operating system (published applications and/or published desktops)  
                              | • Projected use case: Task Workers  
                              | • Configuration of up to (2) master images for Windows10-based operating system (published VDI)  
                              | • Projected use cases: Knowledge Workers, Power Users  
<pre><code>                          | • Installation of up to (10) applications per image | • Optimized VMware Horizon Cloud platform running in Azure |
</code></pre>
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| Implementation (continued) | • Optimizations for: Server-based images, Windows10-based images, and Horizon overall  
  • Provision up to (10) VMs from Server-based master images.  
    • (5) each per image will provide enough redundancy for PILOT. Environment will scale out later as needed.  
    • Provision up to (50) VMs from Windows10-based master images.  
    • (25) each per image will provide enough redundancy for PILOT. Environment will scale out later as needed.  
  • Deploy Horizon pools  
  • Configure Azure Files (or Windows File Server) to store user profiles and user folder redirection data  
  • Configure DEM Policies for user profiles and user folder redirection data  
  • Configure Policies for printing and peripherals (per design)  
  • Configure login scripts (if needed, per design)  
  • Validate connectivity between Azure Resource Location and on-premise apps and data  
  • Functional testing of Horizon Cloud Control Plane, Application and desktop launching across all images  
  • Testing connections from up to (5) device types: iOS tablet, Android tablet, Windows 10 PC/Laptop, macOS, thin client  
  • Up to forty (40) hours of User testing and PILOT support for up to one-hundred (100) users for up to one (1) week | • Optimized VMware Horizon Cloud platform running in Azure |
| Documentation | • Provide as-built documentation  
  • Knowledge Transfer to RoundTower Managed Services |
VMWARE HORIZON CLOUD PROFESSIONAL SERVICES

Virtual Desktop
RoundTower’s portfolio of VDI services provides clients with solutions to support their desktop virtualization initiative, to include fully managed and monitored options to a complete “as-a-service” operating model. These services provide clients with the value of desktop virtualization to save cost, eliminate the burden of management, and improve overall security posture by providing complete management of VDI deployments and related hardware and software updates, as well as around-the-clock monitoring, end user support and maintenance of VDI operations.

VDI Managed Services
• 24x7x365 Monitoring and Event Management
• Service Desk / End User Support
• Operational Management
• Priority Emergency Support
• Complete Change Management
  • Deploy new VDI user cases
  • Update existing VDI sessions
  • Installation of VDI agent for Manual VMS
  • Master Image and Profile Management
  • Application Deployment / Presentation
• Environment Tuning
• License Management
• Proactive Capacity and Performance Management and Forecasting
• Advanced Reporting and Dashboard Visibility into Operations
<table>
<thead>
<tr>
<th>Description</th>
<th>Total Investment</th>
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<tbody>
<tr>
<td>Design &amp; Implementation Services (one-time cost)</td>
<td>$ YYY</td>
</tr>
<tr>
<td>VMware Licensing ($xx /mo/user, 700 CCU commit, can burst up)</td>
<td>$ XXX / mo</td>
</tr>
<tr>
<td>RoundTower Managed Services ($zz/user/mo)</td>
<td>$ ZZZ / mo</td>
</tr>
</tbody>
</table>

Project includes onsite travel for up to five (5) visits. Remaining work effort will be executed remotely. This document does not represent a formal pricing proposal. After scope review, a final scope will be documented in a SOW along with pricing.
Why RoundTower?

• Our Methodology - focused on delivering true business value based upon our client’s objectives.

• Our People - 3:1 Technical to Sales/Admin Ratio. RoundTower has over 300 technical professionals on staff. Most with hands-on technical expertise from spending years working on the client side.

• We ask lots of questions and usually will lead with an assessment to understand where our clients are headed before we try and help you to where you want to go.

• We have the expertise to help you with vision, roadmaps, architecture and will provide blueprints with deep technical depth to help you actually get to your end goal.

• We have a team of financial experts that can help you assess your current business as usual costs and then compare them to your next generation options.

• We have a team of experts that can help you deliver on the blueprint backed by an excellent staff of program managers.

• We have our own Private Label Financing and Enterprise Cloud Capability.

• CSAT Results 2019 - 91% Company Average, 96 NPS Score (Industry Average is 50)

• Delivering Consistent High Value Engagements - our success depends on our client’s success.
MANAGED SERVICES - ENTERPRISE CLASS OFFERINGS

**Offerings Overview**

**Operations**
- 24x7x365 NOC / SOC
- State of the Art Facility in Cincinnati, OH

**Technology (SaaS Tools)**
- IT Service Automation
- Infrastructure Monitoring
- SOC / SIEM Solutions
- Cloud Monitoring

**Compliance Certifications**
- SOC 2 Type II
- ISO 27001
- NIST 800-53 Moderate (In process)
- Federal Clearances - Secret

**Secure & Recoverable**
- 24 / 7 / 365 Manned Operations & Video Surveillance
- Secure access to building / floor / suite / NOC
- DR Facility in NH / local disaster recovery plan

**Client Connectivity**
- Privileged Access Management and Secure connectivity to client environments
- Service Interaction within Client Dashboards and Portals
- Secured and segmented network communications for Managed Services

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**True Enterprise Class & Diversified Client Base**

- AMG
- CNSI
- FIRST
- GREAT AMERICAN
- HONDA
- Honeywell
- Humana
- Harvard Business School
- LogicMonitor
- CloudHealth
- MISO
- NewYorkLife
- Ochsner
- PineBridge
- pinnacle
- Pinnacle
- PHH
- PNC
- sharecare
- Tiffany & Co.

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**Why RoundTower?**

- 95% customer satisfaction rate measured quarterly across all clients.
- Client success is our #1 focus – partnering for the years to come, not for a deal.
- Highly Skilled Resources with over 1,500+ industry certifications – resources required for complex environments.
- Complete Service Transparency - KPI Tracking and Reporting that align to business outcomes.
- Configurable services that align to a single individual technologies, all the way to full data center and infrastructure out-tasking.
- Pricing models that are aligned to outcome-based deliverables, with fixed scope and pricing – providing predictable costs.
**Why RoundTower?**

- Our singular focus is on the client end user to ensure the best outcomes.
- A team of Industry Experts:
  - Partner of the year with Citrix 2019 and VMware in 2018
  - Top Certifications: Citrix CTP, VMware EUC Champions, Microsoft MCSE
  - Private & Public Cloud Experts, Messaging & Core Infrastructure Experts
- End-to-end solution provider: Assess, plan, design, build, manage and optimize
- Large-scale engagement delivery:
  - 40k+ O365 seats
  - 16k+ VDI Users
THANK YOU