

Packaged VDI Services to Suit Your Needs

Are You Ready for the Next Big Leap?

In this age of ever-evolving technology, today's data centers can go from leading edge to outdated in a very short time. Maintaining pace can take everything you have. To help keep your approach to the cloud modern, Connection offers a set of simple, easy-to-consume service options to help you reach your goals.

These professional IT services will help support your unique cloud needs. With the proper service, you can effectively optimize your virtual desktop infrastructure and achieve significant savings and new efficiencies along the way.

» For more information on these and other comprehensive Connection services, contact an Account Manager today.



VMware Horizon Air Proof of Concept

IMPLEMENTATION: 3–5 Days

ACTIVITIES:

- We will provide Horizon Air desktops for exploring the capabilities and performance of a cloud-based desktop service
- Our consultants will work closely with you throughout the engagement to provide insights into how cloud-based desktops and application delivery work
- Using our Horizon Air POC we give you a better understanding of how Horizon Air will fit into your end-user computing (EUC) strategy

INCLUDES:

- Two weeks of POC desktop use
- Persistent and non-persistent sampling of standard, advanced, and enterprise desktops
- Optimized gold pattern with a few standard applications
- Remote Desktop Server (RDS) application delivery
- User Environment Management (UEM) providing basic profiles using Active Directory provided in the Horizon Air environment
- **NOTES:** POC is ready for live use and arrives customized for your business

VMware Horizon Air Pilot Services

IMPLEMENTATION: 1–2 Weeks

ACTIVITIES:

- We will provide up to 50 desktops for this desktop as a service (DaaS) engagement
- We also provide the planning, design, provisioning, validation, implementation, and testing of Horizon Air environment

INCLUDES:

- Two weeks of POC desktop use
- Five common commercial off-the-shelf (COTS) applications
- Active Directory integration
- Optimized gold pattern
- Provide VPN (Backhaul)
- User acceptance test plan
- Best practice review

NOTES: May take up to five days to schedule; pilot can be seamlessly transitioned to an operating production environment

VMware Horizon Air Managed Services

IMPLEMENTATION: 1–2 Weeks

ACTIVITIES: We will provide a complete turnkey virtual desktop management service that will accelerate your EUC adoption by providing your end users with the following:

- Service desk support
- Expert VDI deployment
- Personalized end-user experience
- Proactive monitoring
- Service level reporting

INCLUDES:

- Desktop deployment and pool creation
- Desktop image creation and optimization
- Ongoing desktop administration and patching
- Microsoft commercial off-the-shelf (COTS) application patching
- Level 3 incident resolution for Enterprise Center and desktop
- Proactive end user monitoring and reporting to ensure optimal experience
- Profile management and Active Directory integration
- Anti-virus and anti-malware protection
- Level 3 incident resolution for end-user monitoring, anti-virus, and profile management issues
- Proactive capacity management recommendation
- Incident management reporting and management
- 24×7×365 Level 2 service desk escalation point for customer end user service desk personnel

NOTES: May take up to five days to schedule

Contact an Account Manager for more information.

Business Solutions

1.800.800.0014

Enterprise Solutions

1.800.369.1047

Public Sector Solutions

1.800.800.0019

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