VMware Horizon DaaS

Q. What does DaaS stand for?

A. DaaS® stands for Desktop-as-a-Service.

Q. What is Horizon DaaS?

A. VMware Horizon™ DaaS® is a VMware-managed offering that enables organizations to rapidly deploy desktops and applications as an easily managed, integrated cloud service to any device, anywhere at an affordable price. Built on vCloud Hybrid Service, Horizon DaaS allows end users to securely access their virtual desktop from any device or browser, and IT to easily manage their deployment using existing skills and tools. Backed by the trusted foundation of VMware vSphere®, VMware Horizon DaaS delivers the reliability, security and performance that IT expects, with VMware business essential support.

Q. What are the key features in Horizon DaaS?

A. Key features of VMware Horizon DaaS include:

- Adaptive end-user experience - A great end-user experience that adapts to any device and changing network conditions and enables end user needs around USB support, multimedia, and unified communications.
- Simple virtual desktops - Simplified delivery of desktops and applications as a cloud service, to any device, anywhere.
- Predictable costs - Reduce your upfront costs and lower your desktop TCO with predictable cloud economics.
- Hybrid-cloud flexibility – Speed deployment with an architecture built for an on-premise and cloud-based future. This includes seamless access to on-premise or cloud desktops from a single client.
- Integrated security and control - Gain peace of mind with integrated security, control and support backed by VMware.

Q. Who should use Horizon DaaS?

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

- Reduce upfront costs and move to an OPEX model with predictable economics
- Lower the total cost of ownership of virtual desktops
- Gain flexibility and agility and speed their time of delivery
- Provide a great end user experiencing without sacrificing IT security and control

Q. How does Horizon DaaS work?

A. Horizon DaaS provides virtual desktops as a cloud service that can be delivered to any device, anywhere. End users will access their virtual desktop with the VMware Horizon View™ client or through the web from the device of their choice. The virtual desktop resides in the cloud and IT can easily manage their virtual desktops using existing skills and tools. VMware will provide the management of the underlying infrastructure, along with best-in-class SLA's, service and support.

Q. How do I buy Horizon DaaS desktops?

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

Q. In what markets will Horizon DaaS be available?

A. Horizon DaaS is currently available in the US only. Additional geographic support is coming and will be announced at a later date.

Q. How well do cloud desktops perform over WAN and 3G/4G connections?

A. We recommend end user devices have 100kbps of steady state bandwidth for the most optimum end user experience.

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

A. IT will be able to create virtual desktops 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 into their Active Directory environment. In addition, full support of multi-factor authentication to the Enterprise Center and virtual desktops can be configured by IT.

Q. Can I use Horizon DaaS if I don't have VMware Horizon View or vSphere?

A. Yes, Horizon View and vSphere are not required to purchase or use Horizon DaaS.

Q. How can I try a Windows desktop or application from the cloud?

A. Experience a 7-Day free trial of Horizon DaaS (formerly Desktone) here. http://info.desktone.com/cloudhosted. virtual.desktop.free.trial.html

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Q. **What display protocol does the VMware platform use?**

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

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

A. Yes. IT can choose to give their end-users access to specific applications running on a personal desktop. This capability is in addition to, or can be an alternative to, the users accessing a full desktop session.

Q. **Can my hosted desktops access share IT resources that might be on my corporate network (i.e. file storage, printers, etc.)?**

A. Yes. Horizon DaaS provides the ability for IT to configure secure connectivity between their virtual desktops delivered by Horizon DaaS and their corporate network. In addition, virtual desktops can be configured to 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. The beauty of Horizon DaaS is that 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. **What types of virtual desktops are supported?**

A. Windows XP, Windows 7 Enterprise, 32- and 64-bit versions of Windows 7, and Windows 8. Windows Server with a client interface is also supported.

Q. **Can customers install their own software on these virtual desktops?**

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

Q. **Can customers buy additional storage if needed?**

A. Yes, customers will be able to purchase additional end user storage and gold pattern storage.

Q. **Can Horizon DaaS desktops be accessed from a browser?**

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

Q. **If I have Horizon View, why would I use Horizon DaaS?**

A. Customers using Horizon View can easily extend their virtual desktop deployment with Horizon DaaS 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 DaaS provides the ability to move to an OPEX model with predictable economics for maximum flexibility and agility. Since both Horizon DaaS and Horizon View use the same client, end-users can take advantage of a seamless experience across on-premise and cloud-hosted virtual desktops.

Q. **How does the client experience differ from Horizon View?**

A. Horizon DaaS and Horizon View use the same end user clients, the Horizon View Client. This enables a rich end-user experience that can span on-premise and cloud-hosted desktops.

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

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

Q. **Will Horizon DaaS offer a shared (non-persistent) image model?**

A. Yes, we offer both persistent and non-persistent virtual desktops.

Q. **What is the limit to the number of displays and resolutions supported for Horizon DaaS desktops?**

A. The maximum number of monitors that you can use to display a virtual desktop is 4. When 3D features are enabled, up to 2 monitors are supported with a resolution of up to 1920x1200.

Q. **Does VMware put any restrictions on how many users can use a single cloud-hosted desktop?**

A. There are no restrictions on the number of different users who can use a desktop, but only one can be connected at a time.

Q. **Will these DaaS VMs be able to directly access other VMware vCloud Hybrid Service offerings (like SQL instances, etc.)?**

A. Yes, Horizon DaaS VM's can be networked to other vCloud® Hybrid Service™ offerings.

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