

VMware Horizon Air Cloud-Hosted Desktops and Apps

Q. What is Horizon Air?

A. VMware Horizon® Air™ is a VMware-managed offering that enables organizations to deploy desktops and applications rapidly as an easily managed, integrated cloud service to any device, anywhere at an affordable price. The Horizon Air service allows end users to access securely their desktops and apps 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®, Horizon Air delivers the reliability, security and performance that IT expects, with VMware business essential support.

Q. What are the key features of Horizon Air Cloud-Hosted Desktops and Apps?

- A. Horizon Air 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 Air 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 Air Cloud-Hosted Desktops and Apps?

- A. Horizon Air Cloud-Hosted Desktops and Apps 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

Q. How does Horizon Air Cloud-Hosted Desktops and Apps work?

- A. Horizon Air Cloud-Hosted Desktops and Apps provide 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 and IT can easily manage these using existing skills and tools. VMware will provide the management of the underlying infrastructure, along with best-in-class SLAs, service and support.

Q. What types of desktop and application services are available through the Horizon Air Cloud-Hosted service?

- A. Horizon Air offers both cloud-hosted desktops and hosted apps. Cloud-hosted virtual desktops are available in four configurations:
- **Standard** – designed for task workers
 - **Advanced** – designed for knowledge workers
 - **Enterprise** – designed for power users
 - **Enterprise Plus** – designed for developers and engineers

With Hosted Apps, you get the ability to publish shared desktops or hosted apps using Remote Desktops Services Host (RDSH) capacity.

Q. How is Horizon Air sold?

A. The Horizon Air service begins with a core subscription that covers startup and ongoing operation fees including infrastructure for your desktop images, always-on networking, and Active Directory configuration. From there, you can add desktop or hosted app server capacity as needed by your business.

Q. Where can I get pricing information for the Horizon Air service?

A. Horizon Air Cloud-Hosted Desktops and Apps are based upon a monthly subscription model. The latest pricing information for Horizon Air Cloud-Hosted desktop configurations and Hosted Apps servers can be found here: <https://www.vmware.com/cloud-services/desktop/horizon-air-desktop/pricing>

Q. How do I buy Horizon Air?

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

Q. In what markets is Horizon Air available?

A. Horizon Air is currently available in the US, UK, Canada, France, Germany, Japan and Australia.

Q. How well do cloud desktops and apps 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 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 Enterprise Center and virtual desktops can be configured by IT.

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

A. Yes, Horizon and VMware vSphere® are not required to purchase or use Horizon Air Cloud-Hosted Desktops and Apps.

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

A. Experience a 7-Day free trial of VMware Horizon Air Cloud-Hosted Desktops and Apps here: http://www.vmwhorizonair.com/free_trial

Q. What display protocol does Horizon Air use?

A. Horizon Air supports VMware Blast 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. Does the platform support application delivery instead of full desktops?

A. Yes. IT can use Microsoft RDS Host capacity, called Hosted Apps Servers, on the Horizon Air service to publish applications.

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 Air provides the ability for IT to configure secure connectivity between their virtual desktops and hosted apps delivered by Horizon Air 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 Air 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. Does the Horizon Air service support Windows 10 desktops?

A. Yes. For a full list of supported guest operating systems, please see the Service Description Document at <http://www.vmware.com/files/pdf/support/horizon-air-service-description.pdf>.

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, customers can purchase additional end user storage.

Q. Can Horizon Air Cloud-Hosted Desktops and Apps be accessed from a browser?

A. Yes, Horizon Air Cloud-Hosted 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 Air?

A. Customers using Horizon can easily extend their virtual desktop deployment with Horizon Air Cloud-Hosted Desktops and Apps 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 Air Cloud-Hosted Desktops and Apps provide the ability to move to an OpEx model with predictable economics for maximum flexibility and agility. Since both Horizon Air and Horizon use the same client, end users can take advantage of a seamless experience across on-premises and cloud-hosted virtual desktops.

Q. How does the client experience differ from Horizon?

A. VMware Horizon Air and Horizon use 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 Air 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 Air offer a shared (non-persistent) image model?

A. Yes, we offer both persistent and non-persistent virtual desktops, as well as shared desktops using RDS Hosts.

Q. What is the limit to the number of displays and resolutions supported for Horizon Air Cloud-Hosted Desktops and Apps?

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 Horizon Air Cloud-Hosted Desktops and Apps be able to directly access other VMware vCloud® Air™ offerings (like SQL instances, etc.)?

A. Yes, Horizon Air Cloud-Hosted Desktops and Apps can be networked to other VMware vCloud® Air™ offerings.

