

VMware Horizon Air Desktop DR

Q. What is Horizon Air Desktop DR?

A. VMware Horizon® Air™ Desktop DR enables organizations to easily protect their business and ensure workforce continuity with affordable cloud-hosted desktops and apps. In the event of a disaster, IT can get users up and running quickly with the speed of the cloud without the complexity of physical desktop disaster recovery solutions. End-users can be productive instantly, from any device, anywhere, with a secure workspace connected to corporate resources. With a cloud service from VMware, desktop disaster recovery is now accessible by any organization at a fraction of the cost.

Q. What are the key features of Horizon Air Desktop DR?

A. Key features of Horizon Air Desktop DR include:

- Simplified Workforce Continuity - Easily protect your business and ensure workforce continuity with cloudhosted desktop disaster recovery.
- Recovery On-Demand - Get your users up and running quickly with the speed of the cloud.
- Affordable Desktop DR - Desktop DR at a fraction of the cost, with predictable cloud economics.
- Premium End-User Experience - In the event of a disaster, your workforce gets a great end-user experience on cloudhosted virtual desktops and apps from any device, anywhere.

Q. Who should use Horizon Air Desktop DR?

A. Horizon Air Desktop DR is designed for any organization looking to provide a business continuity plan for their workforce. In the event of a disaster, IT can ensure workforce continuity with a secure corporate workspace connected to corporate resources that is available from any device, anywhere.

Q. How is Horizon Air Desktop DR sold?

A. Horizon Air Desktop DR begins with a core subscription (minimum 12-month term) that covers startup and ongoing operations fees. From there, you can add desktop reservation capacity for your tiered workforce with a mix and match of recovery SLAs of 8, 24, and 72 hours. Desktop reservation capacity provides you the right to take desktops out of standby for any event. Daily usage fees apply when and event is declared.

Q. What are the tiers available with Horizon Air Desktop DR?

A. Desktop Reservation capacity is sold in 3 tiers, enabling you to have the flexibility to mix and match recovery SLAs for your tiered workforce. Gold (8 hours) is designed for staff critical to getting systems up and running again, Silver (24 hours) is designed for staff critical to driving revenue for your organization, and Bronze (72 hours) is designed for support staff. Each tier has an associated SLA for getting desktops out of standby and ready for use.

Q. What type of desktop services can be provided to my end users in the event of a disaster?

A. For each tier, you can select from cloud-hosted desktops and hosted apps. Cloud-hosted virtual desktops are available in three offerings: Standard is designed for knowledge workers, Advanced is designed for power users, and Enterprise is designed for developers and engineers. With Hosted Apps, you to get the ability to publish shared desktops or hosted apps using Remote Desktop Services Host capacity.

Q. Why does Horizon Air Desktop DR require a core subscription?

A. Horizon Air Desktop DR begins with a core subscription (minimum 12-month term) that covers startup and ongoing operations fees including providing infrastructure for your desktop images, always on networking and Active Directory configuration. The core subscription enables you to make changes to your desktop configuration, keep images up to date, configure always-on networking, and test virtual desktop and application access.

Q. Can I purchase a mix of reservation tiers?

A. Yes. The service is designed for a tiered workforce, enabling you to provide a workforce continuity plan for any end-user in your organization.

Q. How do I buy Horizon Air Desktop DR?

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

Q. How does Horizon Air Desktop DR work?

A. Each organization will decide the number of end-users in their organization that they need a workforce continuity plan for. They will then purchase Horizon Air Desktop DR reservation capacity to “insure” their workforce with a secure corporate workspace that will be made available in the case of a disaster. The reservation capacity allows the customer to use the desktops on-demand in the case of disaster.

Q. How do I declare a disaster?

A. By calling VMware Global Support Services.

Q. Can I only use the desktops and apps placed in reserve when I've declared a disaster?

A. Yes, Horizon Air Desktop DR is designed like an insurance policy for your workforce. These desktops and apps are taken out of standby and made available when you declare an event.

Q. Is there a usage limit to the number of desktops that can be taken out of standby?

A. No. You can take as little or as many desktops out of standby mode as you'd like. This number is limited by the reservation capacity that you've purchased from VMware.

Q. In what markets is Horizon Air available?

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

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 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 in the event of a disaster. 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 Horizon Air Desktop DR if I don't have VDI in my environment?

A. Yes. Horizon Air Desktop DR is great for any organization looking for a business continuity plan for their workforce.

Q. Can I use Horizon Air Desktop DR if I'm not a Desktop-as-a-Service (DaaS) customer?

A. Yes. Even if you are not using desktop-as-a-service, Horizon Air Desktop DR is a simplified solution that uses cloud-hosted desktops and apps to ensure that your workforce can continue to be productive in the event of a disaster from any device, anywhere. Although your end-users may not be using cloud-hosted desktops and apps on a day-to-day basis, the power of the cloud can provide an insurance policy that goes into effect when disaster strikes.

Q. Should I use Horizon Air Desktop DR if I already have desktop virtualization?

A. Yes, although you may be using desktop virtualization in your environment, the reality is that this environment was designed for a specific use case in mind and number of users. In the event of a disaster, you want to make sure you have a workforce continuity plan for all of your workforce that is needed to keep the business up and running.

Q. What display protocol does the VMware service use?

A. Horizon Air 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 service support application delivery instead of full desktops?

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

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

A. Yes. Horizon Air Desktop DR 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. These are important steps that will enable your disaster recovery desktops to have full network connectivity and access to corporate resources instantly in the event of a disaster.

Q. What devices or end points can I use to access my desktops?

A. The beauty of Horizon Air Desktop DR is that in the event of a disaster, 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. For the 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 Horizon Air Desktop DR desktops be accessed from a browser?

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

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 Air Desktop DR 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. Does VMware put any restrictions on how many users can use a single cloud-hosted desktop when declaring a disaster?

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. Are Horizon Air Desktop DR desktops able to directly access other VMware vCloud® Air™ offerings (like SQL instances, etc.)?

A. Yes, Horizon Air desktops can be networked to other vCloud Air offerings.

