

VMware Horizon Air Desktops and Apps

Q. What is Horizon Air Desktops and Apps?

A. VMware Horizon® Air™ Desktops and Apps (formerly VMware Horizon® DaaS®) are VMware-managed offerings that enable 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® Air™, Horizon Air Desktops and Apps allow end users to securely access 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®, VMware Horizon Desktops and Apps deliver the reliability, security and performance that IT expects, with VMware business essential support.

Q. What are the key features in Horizon Air Desktops and Apps?

A. Key features of Horizon Air Desktops and Apps:

- **Premium end-user experience** – A great end-user experience with a single client to access cloud-hosted virtual desktops and hosted apps from any device, anywhere.
- **Simplified desktops and apps** – Simplified delivery of desktops and hosted apps 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 Air Desktops and Apps?

A. Horizon Air 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 experiencing without sacrificing IT security and control

Q. How does Horizon Air Desktops and Apps Work?

A. Horizon Air 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 View™ 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. How do I buy Horizon Air Desktops and Apps?

A. You can purchase Horizon Air Desktops and Apps 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, 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 Horizon Air Desktops and Apps if I don't have VMware Horizon View or vSphere?

A. Yes, Horizon View and vSphere are not required to purchase or use Horizon Air 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 Desktops here: http://www.vmwhorizonair.com/free_trial

Q. What display protocol does the VMware platform use?

A. Horizon Air Desktops and Apps 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 use Microsoft RDS Host capacity, called Hosted Apps Servers, on VMware Horizon Air Desktops 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 Desktops provide the ability for IT to configure secure connectivity between their virtual desktops and hosted apps delivered by Horizon Air Desktops and Apps 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 Desktops and Apps 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. 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 customers buy additional storage if needed?

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

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

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

Q. If I have Horizon View, why would I use Horizon Air Desktops?

A. Customers using Horizon View can easily extend their virtual desktop deployment with Horizon Air Desktops 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 Desktops provide the ability to move to an OpEx model with predictable economics for maximum flexibility and agility. Since both Horizon Air Desktops 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. VMware Horizon Air Desktops 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 cloudhosted 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 Air Desktops 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 Air Desktops 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 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 Horizon Air Desktops be 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.

