

Omnissa Horizon Accelerator

Optimize virtual desktop and app operations

Organizations are adopting virtual desktop infrastructure (VDI), desktop-as-a-service, and published apps because these solutions provide secure resource access, streamlined IT management, and uninterrupted business operations. However, managing a virtual desktop and app implementation can be complex, especially in hybrid cloud environments that span on-premises and public cloud infrastructures. This complexity is exacerbated by the shortage of VDI expertise that is needed to deploy and manage a VDI solution, leading to slow adoption and delaying the benefits that these technologies offer. To navigate these complexities and harness the full potential of VDI, organizations must be equipped with robust tools and expert insights that ensure peak performance as well as deliver a superior end-user experience.

Omnissa Horizon Accelerator

Omnissa Horizon® Accelerator is a comprehensive solution that streamlines the delivery and management of Horizon desktops and applications, providing end-to-end support that focuses on simplifying operations from Day 0 to Day 2. Staffed around the clock by the Horizon Pros—experienced Horizon experts—combined with the Horizon Accelerator Control Center,¹ the solution provides expert-driven guidance, knowledge transfer, and hands-on services and support designed to optimize Horizon deployments. Whether you need assistance on a case-by-case basis or prefer a fully managed service, Horizon Accelerator adapts to your operational needs without compromising on expertise. Additionally, the Horizon Accelerator Control Center provides insights and intelligence throughout the VDI lifecycle to facilitate rapid triaging, troubleshooting, and ongoing optimization, resulting in a highly efficient and seamlessly managed Horizon environment.

Gain VDI expertise and faster time to value

For organizations with in-house expertise, deploying and managing a VDI is a viable solution. However, for organizations lacking these specialized skills, Horizon Accelerator bridges the gap by enabling seamless virtual desktop and app delivery, streamlining operations, and accelerating time to value. Horizon Pros are ready to leverage their extensive experience and provide tailored VDI services and support for Horizon.

1. Horizon Accelerator Control Center is available only when Horizon is deployed with Microsoft Azure.

Gain visibility across the entire VDI ecosystem

The Horizon Accelerator Control Center, integrated into the Horizon Universal Console, provides visibility into your entire VDI. It offers insights into both the virtual environment and key adjacent systems, like Active Directory, file and app servers, and storage networks. It monitors key metrics, such as virtual machine performance, load balancing, capacity, and Active Directory connectivity, empowering IT teams to quickly identify and resolve issues. The insights provided by the Control Center enable IT teams to proactively manage infrastructure health, optimizing performance and reducing end-user disruption.

Drive Horizon success

Horizon Accelerator provides a comprehensive solution to simplify and optimize Horizon virtual desktop and app deployments. You get the expertise, services, and analytics that you need to ensure optimal performance, drive solution adoption, and achieve long-term success of your Horizon deployment.

Horizon Accelerator offers these benefits and capabilities:

- Augment IT staff by adding the specialized skills necessary to maintain your Horizon solution at optimal performance, removing the guesswork and common pitfalls associated with virtual desktop and app deployments.
- Gain access to best practices and guidance to address questions and troubleshoot problems as they occur or choose to have Horizon Pros fully manage your VDI environment for you.
- Deliver faster time to value and successful solution adoption with expert knowledge that reduces operational friction and improves business outcomes.
- Easily migrate from other VDI platforms (like Citrix) to Horizon with expert support.
- Relieve IT teams from time-consuming day-to-day VDI administrative tasks and keep them focused on more strategic initiatives.

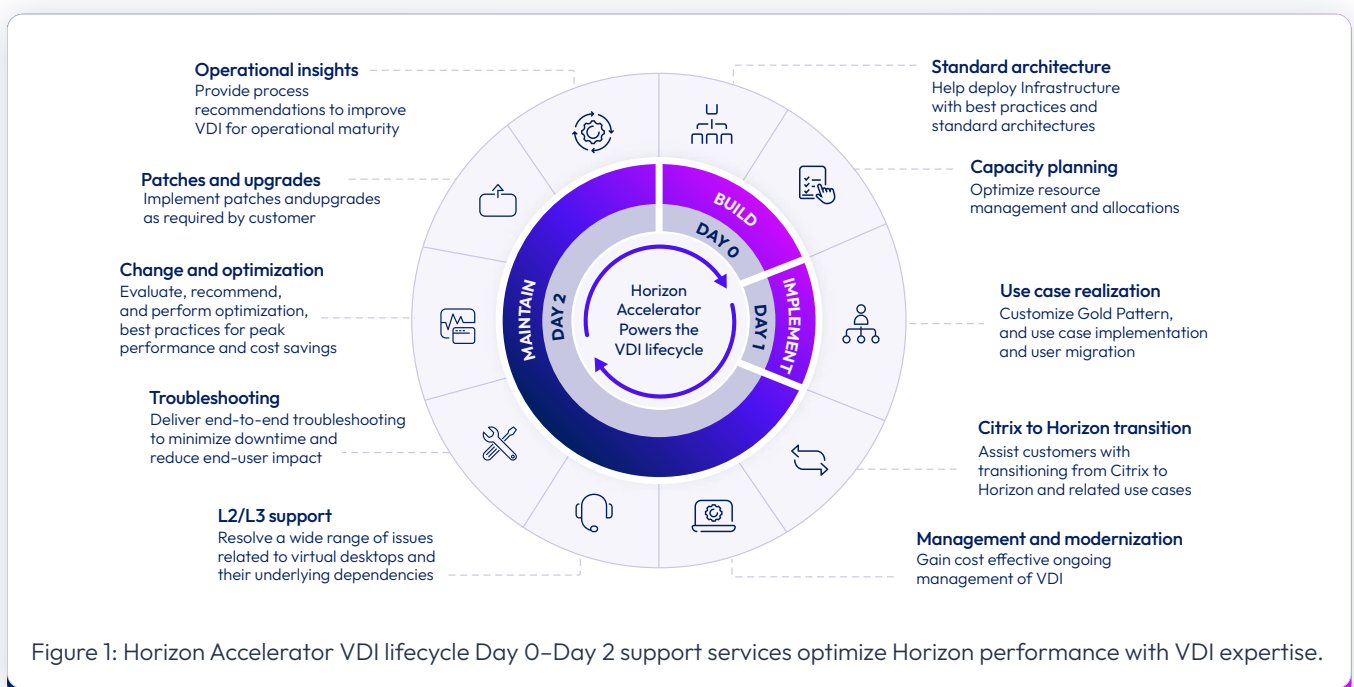


Figure 1: Horizon Accelerator VDI lifecycle Day 0–Day 2 support services optimize Horizon performance with VDI expertise.

Get started with Horizon Accelerator

Horizon Accelerator is offered as an add-on to Horizon subscription, including Horizon Universal, Horizon Enterprise Plus, Horizon Term, and Apps Universal subscriptions. The service provides access to the Horizon Pros and the Horizon Control Center. Contact your Omnissa sales representative or partner for more information or to enroll.

Responsibilities

Table 1 and Table 2 list Omnissa and customer responsibilities and ownership. Refer to the [Glossary](#) for additional information.

ID	Description	Ownership
Licensing, Infrastructure, Apps, and Devices		
1.1	Horizon Universal, Apps Universal, Enterprise Plus, or Term subscription	Customer
1.2	Custom architecture	Customer
1.3	Cloud or on-premises infrastructure capacity	Customer
1.4	Telecom, network, connectivity, data center, and related support	Customer
1.5	Access devices (endpoint hardware, software, peripherals, physical installation, and so on)	Customer
1.6	Security and compliance	Customer
1.7	Third-party applications and database administration and related support	Customer
1.8	Operating system licenses	Customer
1.9	Level 1 help desk (end user to technical support)	Customer
Ongoing VDI Lifecycle Services for Horizon		
1.10	24 x 7 x 365 L2+ support for Horizon Virtual Desktop	Omnissa
1.11	L2 and L3 support and troubleshooting for Horizon	Omnissa
1.12	Horizon Pros support and SMEs	Omnissa

Table 1: Omnissa and customer responsibilities.

Solution deliverables

ID	Description	Ownership	Tasks
Standard Architecture			
2.1	Architecture	Joint	Omnissa assists with assessing the organization’s present Horizon environment to ensure that it is in line with the standard reference architecture.
2.2	How-to questions and best practices	Joint	<ul style="list-style-type: none"> • Omnissa assists the customer with getting their technical and non-technical questions answered while providing best practices and product requirements for a standard Horizon architecture either on-premises or as a cloud deployment. • Customer can receive support on creating the best possible end-to-end configuration for diverse types of use cases, such as endpoints, peripherals, networking, and options for business continuity. • Service deliverables include: <ul style="list-style-type: none"> - Best practices - Vertical-specific solutions - Product recommendations - Nonsupport-related how-to questions - Solutions ideas and use case assistance
Capacity Planning			
2.3	Resource planning	Omnissa	<p>Horizon Pros leverage the Horizon Control Center and other methods to:</p> <ul style="list-style-type: none"> • Manage available resources in customer infrastructure (on-premises, public and private clouds) • Provide actionable insights to optimize the environment • Help with scaling decisions based on the number of end users and use cases
Use Case Realization			
2.4	Use case realization	Joint	Implement and configure the applications, peripherals, and images and migrate users according to customer request.

ID	Description	Ownership	Tasks
Management and Modernization			
2.5	Landing zone build-out strategy and prerequisite checks	Joint	<ul style="list-style-type: none"> Assist the customer in validating on-premises and cloud infrastructure for current and future business growth needs. Provide technical assistance about the landing zone in terms of capacity provisioning, network section, accounts, and access. Provide customer a detailed Horizon Universal console walkthrough and share all public documentation in an approved format. Assist the customer in validating and managing these deployments: Horizon Enterprise, Horizon Published Apps, Horizon on VMware Cloud on AWS, Horizon on Amazon WorkSpaces Core, Horizon on Azure VMware Solution (AVS), Horizon on Google Cloud VMware Engine (GCVE).
2.6	Infrastructure setup	Joint	Assist in deploying Horizon components, such as connection servers, Event DB, Unified Access Gateways, load balancers, Omnissa App Volumes Manager, Horizon On-prem Edge, and golden images.
2.7	Horizon engineering and image management	Joint	<ul style="list-style-type: none"> Assist with configuring workloads (Instant Clone pool configuration and RDSH farms) and integrate Horizon components, such as Omnissa Dynamic Environment Manager, App Volumes packages, and Omnissa Workspace ONE Access SaaS. Assist in deploying and optimizing the gold pattern images based on the customer requirement.

ID	Description	Ownership	Tasks
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Migration from Citrix to Horizon

2.8 Initial Citrix-to-Horizon published standard architecture review Joint Review these items in the existing Citrix environment, excluding any custom architecture or development work, and how they correspond to Horizon technology to achieve the given use cases.

	Citrix Virtual Apps and Desktops	Horizon
End-user access	Citrix Workspace, HTML5-based browsers	Horizon Client, HTML5-based browsers
SSO and app catalog	Citrix Unified Gateway	Workspace ONE Access
Administrator portal	Legacy-based MMC or HTML through Citrix Cloud	HTML based
Front-end web server	Storefront	Horizon Connection Servers
Session handling and load management	Citrix Delivery Controllers	Horizon Connection Servers
Database server	Site Configuration Database	Optional
Automated provisioning	MCS or PVS	Instant Clones
Remote Desktop Services	Microsoft RDSH with Citrix Virtual Delivery agent	Microsoft RDSH with Horizon agent
Delivery and entitlements	Machine catalogs, delivery groups, and farms	Desktop pools, application pools, and farms
VDI desktop type	Random nonpersistent desktop, static nonpersistent desktop, static persistent desktop, or RDSH	Instant clone with floating assignment, instant clone with dedicated assignment, full clone with dedicated assignment, or RDSH

ID	Description	Ownership	Tasks																		
Migration from Citrix to Horizon																					
2.8			<table border="1"> <thead> <tr> <th></th> <th>Citrix Virtual Apps and Desktops</th> <th>Horizon</th> </tr> </thead> <tbody> <tr> <td>Gateway</td> <td>Citrix Gateway</td> <td>Unified Access Gateway</td> </tr> <tr> <td>User environment manager</td> <td>Workspace Environment Manager</td> <td>Dynamic Environment Manager</td> </tr> <tr> <td>Real-time app delivery</td> <td>Citrix App Layering</td> <td>App Volumes</td> </tr> <tr> <td>Protocols</td> <td>HDX</td> <td>Blast Extreme</td> </tr> <tr> <td>Load balancer</td> <td>NetScaler</td> <td>AVI, F5, compatible third-party load balancer</td> </tr> </tbody> </table> <p>Review Reference Architecture for Horizon, App Volumes, and DEM build-out. Horizon Accelerator shall ensure that Omnissa Reference Architecture is adhered to when performing the Horizon build-out.</p>		Citrix Virtual Apps and Desktops	Horizon	Gateway	Citrix Gateway	Unified Access Gateway	User environment manager	Workspace Environment Manager	Dynamic Environment Manager	Real-time app delivery	Citrix App Layering	App Volumes	Protocols	HDX	Blast Extreme	Load balancer	NetScaler	AVI, F5, compatible third-party load balancer
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2.9	User data and profile migration	Joint	Assist in checking the feasibility of user profile migration, and help in user profile migration to Horizon infrastructure.																		
Level 2 and 3 Support																					
2.10	Core adoption package	Joint	<ul style="list-style-type: none"> • Use case identification • User migration • COTS application packaging (up to 100) • Peripheral integration and endpoint configurations (for validated devices, up to 100) 																		
2.11	End-user and desktop services	Joint	<ul style="list-style-type: none"> • Move, add, and change accounts • Desktop customization • Profile and policy configuration • Performance tuning • Provisioning and scaling • Image creation (as part of onboarding service) • Image management • App publishing (along with published apps on demand) • L2 and L3 support 																		

ID	Description	Ownership	Tasks
Troubleshooting			
2.12	Troubleshooting	Joint	<ul style="list-style-type: none"> • Manage IT incidents and ensure that they are resolved either by providing a direct fix or a workaround. • Act as an L2/L3 resource team, take all necessary steps to restore services, minimize service disruptions, and respond to customer needs as per the agreed SLA. • Align with the customer's internal and external service provider support (relevant support teams and application owners) as needed to ensure that incidents such as application layer or virtual machine layer incidents are isolated and resolved.
Change and Optimization			
2.13	Changes	Joint	<ul style="list-style-type: none"> • Perform customer-approved changes in the Horizon infrastructure. • Follow customer advisory on change management and existing processes. <p>The customer is responsible for managing the impacts of any changes including backups, data recovery, change control, notifications, managing downtime, and more.</p>
Patches and Upgrades			
2.14	Patching	Joint	<ul style="list-style-type: none"> • Implement customer-approved patches in the Horizon infrastructure. • Follow customer advisory on patch management and existing processes.
Operational Insights			
2.15	Process recommendations	Omnissa	Recommend improving VDI for operational maturity.

Table 2: Solution specifications.

Note: The Horizon Accelerator Control Center is exclusive to Azure deployments. However, all other aspects of the program, including Day 0 to Day 2 services, are available across all environments, including on-premises, hybrid, or any other supported cloud environment.

Service delivery guidelines

Table 3 presents an overview of the tiered offerings based on license count.

Subscription Count	100–500	501–2,000	2,001–20,000	20,000+
Sites	Single-site	Multi-site	Multi-site	Multi-site
Image management	Up to 10	Up to 50	Up to 120	Up to 250
Horizon engineering	Up to 25 pools, farms, or app profiles	Up to 100 pools, farms, or app profiles	Up to 250 pools, farms, or app profiles	Up to 500 pools, farms, or app profiles
Use case definition	Up to 5	Up to 20	Up to 35	Up to 90
User and profile migration	As per the number of Horizon Accelerator licenses procured			
Simple application packaging (App Volumes)*	10	25	200	500
Application integration (COTS)**	25	100	400	800
Peripheral integration and endpoint configurations	25 models	100 models	250 models	500 models

* Unlimited subsequent application updates included
 ** Commercial-off-the-shelf applications such as Adobe Acrobat

Table 3: Service delivery offerings by license count.

Response times

The Horizon Pros are available 24 hours a day, 7 days a week. Table 4 lists the target response times based on severity. Customers can submit support tickets and the severity level via the Horizon Accelerator Control Center or via email to hzasupport@omnissa.com.

Severity Level	Description	Response Time
Critical – Severity 1	<p>Critical production issue that severely impacts use of service. The situation halts your business operations, and no procedural workaround exists.</p> <ul style="list-style-type: none"> • Service is down or unavailable. • Data is corrupted or lost and must be restored from a backup. • A critical documented feature or function is not available. 	Within 30 minutes
Major – Severity 2	<p>Major functionality is impacted or significant performance degradation is experienced. The situation is having a high impact to portions of your business operations, and no reasonable workaround exists.</p> <ul style="list-style-type: none"> • Service is operational but with highly degraded performance to the point of major impact on usage. • Important features of the software-as-a service offering are unavailable with no acceptable workaround. However, operations can continue in a restricted fashion. 	Within 4 business hours
Minor – Severity 3	<p>Partial, noncritical loss of use of the service with a medium-to-low impact on your business, but your business continues to function. A short-term workaround is available but not scalable.</p>	Within 8 business hours or the next business day if weekend or holiday
Cosmetic – Severity 4	<p>Inquiry regarding routine technical issues.</p> <ul style="list-style-type: none"> • Information is requested on application capabilities, navigation, installation, or configuration. • Bug is affecting a small number of users. An acceptable workaround is available. 	Within 12 business hours or next business day if weekend or holiday

Table 4: Response times by severity.

Glossary

Ownership – Depending on the listed ownership, Omnissa is responsible for component delivery with minimal assistance from the customer’s project team. Customer responsibilities encompass component delivery with recommendations from Omnissa, as needed. Joint ownership means that Omnissa and the customer are jointly responsible for component delivery.

Sites – Sites are Horizon landing zones in on-prem, private, or public clouds comprised of components such as Connection Servers / Edge Gateways and Unified Access Gateways.

Image management – Build, modify, configure, and fine-tune the Windows 10, 11, or Windows Server image templates.

Horizon engineering – Design and deploy Horizon advanced components, such as Omnissa App Volumes, Omnissa Dynamic Environment Manager, Instant Clones, and Workspace ONE® Access SaaS.

Use case definition – Defining use cases involves identifying user types, applications, performance needs, peripheral integrations, and security considerations.

User and profile migration – Migrate users and their profiles from current environment to Horizon by providing configuration support, migration plans, checklists, and end-user access procedures.

Simple application packaging App Volumes – Packaging of a supported application to dynamically assign it to users on demand, and managing the lifecycle of the applications by leveraging App Volumes.

Application integration (COTS) – Installation and configuration of most single-tier (Commercial Off The Shelf) applications in the base images and assistance in troubleshooting of application issues.

Peripheral integration and endpoint configurations – Assist the customer in integrating all **Omnissa approved peripherals and endpoints**.



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