Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon Air Pilot

SKU: PHAP150305

Services Summary

The Carahsoft Horizon Air Pilot will provide Customers with a comprehensive pilot program to ensure their end users have an acceptable Desktop-as-a-Service experience. An assessment will be conducted to determine use cases and build a desktop design that will include sizing, peripherals, network integration, profile management, protocol optimization, anti-virus, and persistent or non- persistent images. The desktop design will be used to implement and validate the environment.

The duration of the Horizon Air Production Pilot will be 5-8 weeks and includes provisioning 4-6 weeks, with additional 1-2 weeks for pre-engagement work.

Customer Responsibilities and Assumptions

- Application installation and configuration information
- Timely access to information, facilities, networks, and systems necessary to perform the required activities
- Access to computing resources and equipment including desktop, phone, hardware, and software systems needed by Carahsoft resources to fulfill their tasks
- Adequate office space for Carahsoft resources at the Customer offices when needed
- Physical and remote access to facilities as required for Carahsoft resources to perform the associated tasks
- Assume all risk associated with problem(s) resulting from the content, completeness, accuracy, and consistency of any data, materials, and information supplied by the Customer
- All equipment and licenses will be onsite prior to implementation including access to licensing media and keys required to build gold patterns and apply applications
- All network connections will be in place
- Customer has a correctly configured DNS environment

Provider Responsibilities

- Pre-engagement and Kick-off
  - Schedule and deliver Customer kick-off introduction meeting to review project tasks and timeline, and identify key Customer project team members and team assignments
  - Identify any assessment prerequisites including required hardware, software, networking, and security access to successfully complete the engagement
- Set-up VPN

- o Site-to-site VPN for backhaul
- AD and Group Policy integration
- Endpoint connectivity (agent, blast, RDP)

- Application delivery (locally and RDSH)
  - o 1 hosted Application Server
- Desktop design and implementation
  - o Up to 50 desktops
  - o Up to 2 Optimized images
- Horizon Air Environment validation

Engagement Planning & Management

- Minimum lead time for scheduling is 10 business days; all work performed during business hours
- Coordinate kick-off and close-out calls
- Create/distribute escalation and contact lists
- Facilitate Change Orders

Out of Scope

- Resolution of any current non-Horizon Air environmental issues related to Customer's infrastructure such as networking, and Active Directory
- Using Customer provided image; images will be provided by VMware

Item(s) Provided

- Horizon Air Design Document
- UAT Plan and results
- Horizon Air production environment build as designed

Additional Terms and Conditions

Any sale of services will be subject to Carahsoft's standard Terms and Conditions of Sale or a Services Agreement as negotiated between the parties.

Carahsoft Recommended Additional Services

- Horizon Air Managed Desktop Services