Carahsoft End User Computing Solutions Services

Service Description

Carahsoft – Horizon View Accelerator

SKU: PHVA150305

Services Summary

The Carahsoft Horizon View Accelerator helps Customers validate the value of the Horizon View product for solving business problems or achieving business objectives. This service delivers a limited scale virtual desktop infrastructure that customers validate using defined success criteria and their current application set.

Customer Responsibilities and Assumptions

Timely access to information, facilities, networks, and systems necessary to perform the required activities

Servers necessary to install and run View

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

All network connections will be in place

Provider Responsibilities

Pre-engagement and Kick-off

* + Schedule and deliver Customer kick-off introduction meeting to review project tasks, project timeline, and identify key Customer project team members and team assignments
  + Identify any assessment prerequisites, such as required hardware, software, networking, and security access required to successfully complete the engagement

Document up to three Use Case(s) and success criteria

Pilot build and customization

* + Up to 20 users
  + Up to 2 desktop pools
  + Up to 2 golden images
  + Up to 2 applications
  + A maximum of 20 VDI desktops (Linked Clone and/or Full Clone Systems)

Environment validation

* + Validate single use case and success criteria
  + Documenting the validation test case results

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

Cloud Pod Architecture

Building production environment

Certificates (self-signed certificates are used in the POC)

Third-Party Profile Management

Building and customizing parent images

Microsoft Windows media and licensing

Troubleshooting customer infrastructure issues (network, firewall, etc.)

Item(s) Provided

Documentation validating test case results

Presentation of Project Tasks Completed, View Best Practices, and Suggested Next Steps

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 View Production Pilot