



Large Insurance Company

“The entire VMware team helped design, build, architect, and deliver 35,000+ virtual desktops from Azure in 5 days”

Environmental Services Company

3,000 call center and staff users working from home

About

- Environmental services company needed to quickly mobilize a WFH policy for call center users and staff in light of the Coronavirus pandemic.
- 3k-16k users moving to cloud platform, 3k users initially.
- Floating VDI desktops with no persistence for now, possibly future DEM.
- Office 365, call apps, and internal tools/sites.

Challenges

- Limited window to execute plan coupled with siloed customer internal communication led to some tense moments
- Strict security requirements forced hair pinned outbound traffic through ExpressRoute to on-prem gateway
- Insisted on manually uploading, configuring and bootstrap image to work with Horizon Cloud Control Plane

Products

VMware Horizon Cloud on Microsoft Azure
VMware Dynamic Environment Manager
Okta MFA integration

Solution

- VMware Horizon Cloud on Microsoft Azure Floating Desktop Pools created for call center use case.
- Time to deploy: 4 days starting from pre-reqs to partner handoff for Okta MFA integration.
- Utilized security whitepaper to allow outbound internet access from MGMT subnet to Control plane over internet (Hard Requirement)

Lessons Learned

- Make sure all internal customer teams are fully briefed on managements' decision before moving forward.
- Include Microsoft on all calls for deals of this size for easy confirmation from expert on some of the more niche Azure features.
- Prior networking experience was a must for understanding custom routing (not a standard ask from customers)

Strategic Priorities

Business continuity, scalability
Quickly transition to WFH for call centers and staff
Support workloads on any device over any connection



Healthcare Provider

10,000 to 14,000 user business continuity use case across multiple facilities

About

- Healthcare provider wanted to move administrative staff from physical to cloud to support work from home as part of a business continuity plan
- 4,000 of the existing Horizon 7 on-premises users also moving, resulting in 10-14k total users in cloud
- Mix of VDI desktops and published applications
- Primarily SAP and Office 365 apps

Challenges

- Due to global health situation, project must be completed as fast as possible
- This is not a temporary solution – this will be the the desktop and app delivery strategy moving forward
- Desired single pane of glass management
- SAP apps on-premises will eventually move to cloud

Products

VMware Horizon Cloud on Microsoft Azure, Horizon 7 (existing)
Microsoft Windows Virtual Desktop
VMware Dynamic Environment Manager with Microsoft FSLogix

Solution

- VMware Horizon Cloud on Microsoft Azure and Microsoft Windows Virtual Desktop
- Customer connected to Azure via ExpressRoute
- **Time to deploy: 3 days (prerequisites were met ahead of time)**
- 2 images, one of them migrated from on-prem due to application count

Lessons Learned

- Make sure to have the prerequisites done
- Involve all required parties on all calls to reduce waiting time (for example, with certificates)
- Work with VMware and Microsoft from the beginning to help with all implementation steps

Strategic Priorities

Deploy permanent cloud-based desktop virtualization environment as part of business continuity strategy
Hybrid management with on-premises Horizon 7
Support workloads from any device over any connection



Large University

2,000 user business continuity and remote learning

About

- Two user types, faculty and students, totaling 2,000 users with plans to move to as much as 10,000 users
- Office 365 apps for faculty, MATLAB for engineering students
- vGPU required for student workloads
- Existing Horizon 7 on-premises and Workspace ONE Access customer

Challenges

- Required flexible solution that enables business continuity, scalability, MFA, and external access for remote learning
- Support multiple Active Directory domains
- Leverage Windows Virtual Desktop
- Deploy as quickly as possible
- Support multiple environments from single pane of glass
- Support any client since students use their own devices

Products

VMware Horizon Cloud on Microsoft Azure, Horizon 7 (existing)
Microsoft Windows Virtual Desktop
VMware Dynamic Environment Manager

Solution

- VMware Horizon Cloud on Microsoft Azure and Microsoft Windows Virtual Desktop
- Hybrid environment with existing on-prem Horizon 7
- Two images – one for faculty and one for students
- DEM + replication for consistent experience in hybrid environment
- **Time to deploy: 1 week**

Lessons Learned

- Ensure the correct parties are involved from the beginning, especially because two Active Directories were involved
- Customer engaged with VMware but not Microsoft, which slowed things down. Engage with both from the beginning
- Make sure you've completed the prerequisites to ensure a problem-free rollout

Strategic Priorities

Business continuity, scalability, external access for students
vGPU
Hybrid management with existing Horizon 7 environment
Support workloads on any device over any connection

