“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

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)

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

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 desktop and app delivery strategy moving forward
- Desired single pane of glass management
- SAP apps on-premises will eventually move to cloud

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

Products

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

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

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

Products

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

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