

VMware Horizon

Deriving value from SaaS for desktop and app virtualization

Organizations are turning to virtualized desktops and applications as a way to ensure business continuity and employee productivity while reducing costs. VMware Horizon® provides a software-as-a-service (SaaS) desktop and application virtualization solution with a flexible infrastructure that can scale to the cloud, modernize desktop operations, and provide end-to-end security. Organizations can build a hybrid-cloud architecture, deploying the Horizon infrastructure both on-premises and in the cloud, combined with cloud management services. This SaaS based deployment option lets you retain pods on-premises while leveraging the public cloud to host desktops and apps using infrastructure as a service when additional capacity is needed, with the added benefit of using cloud-based Horizon Control Plane services to manage and monitor the deployment. With Horizon and its SaaS desktop and app solution, you can take advantage of innovative management and monitoring services as they are released and have a cloud-ready infrastructure that can scale from private to public cloud on your terms.

Improving ROI with VMware Horizon and SaaS

SaaS continues to grow with the explosion of cloud services, allowing organizations to transform how they run their business. SaaS lowers the financial barriers to new technology adoption by providing easier accessibility with the benefit of consistent updates and services that organizations can consume as needed. SaaS-based services can also provide a higher return on your investment.

Let's examine how Horizon with SaaS services can provide value to your organization. To demonstrate the potential ROI of Horizon using Horizon Control Plane services, let's take a look at a fictional business called ABC Corporation. This example is based on pre-determined factors that will not apply to all cases. Every organization will have different parameters and outcomes. This example provides an opportunity to look at the various factors to consider when evaluating the hard and soft benefits of a SaaS-based solution.

ABC Corporation has the following:

- 2,500 revenue-generating full-time employees
- 5,000 Horizon licenses
- 1,560 image replications across pods
- 500 average seasonal employees
- 1 disaster recovery event

Moving to a subscription model

Horizon offers a subscription model that provides access to cloud-based services both in the private and public cloud. However, some might perceive a subscription model as more expensive than perpetual licensing. Let's evaluate the costs of these models. The cost of a perpetual license with a service and subscription plan, front-ends the solution cost with the cost of the license and service and support package versus spreading the cost over time with a bundling of license, support, and ongoing solution updates. A key benefit to a subscription-based service is the ability to spread your cost of capital across the subscription period, allowing you to maintain cash and keep costs manageable with a predictable payment model.

ABC Corporation traded their 3-year service and support contract for a subscription-based model that includes the cost of the license, support and ongoing Horizon Control Plane Services updates. The cost savings are realized by not paying upfront for a 3-year service and support contract.

Trading hardware for a cloud solution

A key use case for VMware Horizon is business continuity and disaster recovery. In the event of a disaster, you need to ensure that your employees can still access their desktops and applications to remain productive, no matter where they work. To maintain business continuity, organizations typically replicate their core data center infrastructure as a second site, doubling the cost of hardware. In contrast, by using Horizon with SaaS, you can leverage the public cloud to replicate your data center and provide the services you need in case of a disaster. In this scenario, you reduce hardware costs by up to 80 percent, trading the need to purchase more on-premises hardware that must be refreshed on a regular basis for the cost of cloud services. With the Horizon SaaS-based solution, organizations have a cloud-ready infrastructure in place that can be turned on in the event of a disaster with no downtime or loss of productivity.

In terms of our example, when ABC Corporation moved its recovery site to the cloud, it saved approximately an estimated \$600,000 in hardware costs.



Simplifying image management

The manual process of managing and distributing images, which includes building your own tracking mechanisms, maintaining a fully patched operating system image, and ensuring proper version control of your images in desktop and app environments, is complex and time consuming.



FIGURE 1: Image management time and effort

One of the value-added services included in Horizon Control Plane is the Image Management Service (IMS). The service simplifies the management, replication, and distribution of Horizon images across individual Horizon Cloud pods. You can automate the replication of an image to multiple locations and then update individual or groups of virtual desktop pools and server farms (as well as Microsoft Azure virtual desktop infrastructure assignments) to the new release. IMS saves time and cost by automating and streamlining image management, mitigates risk with consistent application of images across pods, and provides a more efficient method for tracking image version, updates, and rollbacks.

ABC Corporation has 1,560 unique images to manage at 2 hours an image. Admins are spending 3,120 hours a year on image management. Multiplying that by the average IT admin hourly rate of \$50, ABC is spending \$156,000 a year on image management. With the Horizon Control Plane Image Management Service, time and cost are cut in half, resulting in a \$234,000 savings over 3 years.

Increasing end-user productivity

Hardware and software downtime, lack of accessibility, and management costs impact end users and admins. Universal Broker, another included Horizon Control Plane service, lets admins configure rules to automatically route end users to the most appropriate virtual desktop or application assignment based on specific criteria, such as the nearest site on-premises or in the cloud. Latency is reduced because end users have immediate access to their desktops and applications, greatly improving productivity and employee experience.

ABC Corporation has 2,500 full-time employees who are earning \$25 an hour. We estimated that, on average, end users will gain an hour of productivity a year by reducing downtime and having a solution that is always accessible. For this example, the company would save \$187,500 over 3 years.

Soft costs contribute to the bottom line

Some benefits are more difficult to quantify in dollars but are valuable in terms of productivity and business agility. A key benefit in investing in Horizon with its SaaS-based services is accessibility to the latest Horizon technology innovations and consistent updates. Updates are automatically pushed to you with no need to reinvest or redeploy new versions of the solution.

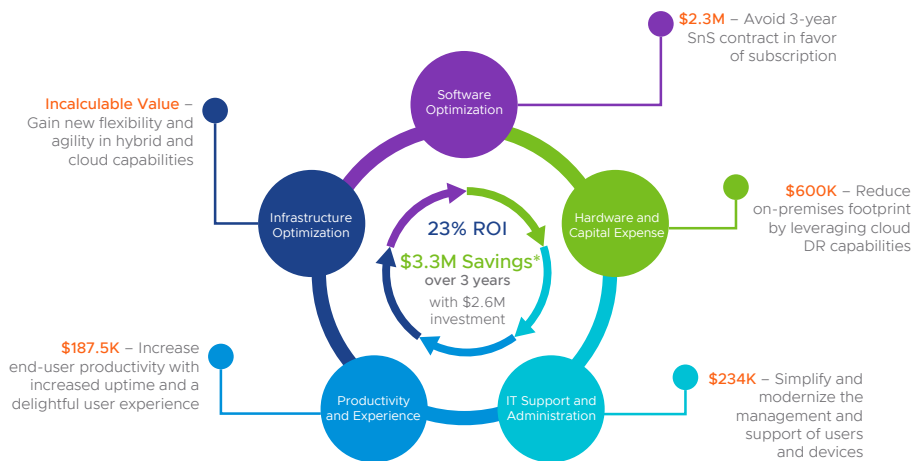
Additionally with the Horizon cloud-ready infrastructure, you can extend the power of Horizon with flexible deployment options across private and public clouds, such as Microsoft Azure, VMware Cloud™ on AWS, Google Cloud VMware Engine, and VMware Cloud on Dell EMC. IT can leverage the clouds of their choice to cost-effectively deliver virtual desktop infrastructure and app capabilities on managed infrastructure, quickly scaling and provisioning workloads with the feature-rich Horizon platform. As business requirements change, you can scale access up or down to address fluctuating remote and distributed work, disaster recovery, data center expansion or cloud bursting, paying only for what you use.

FOR MORE INFORMATION

To learn more about VMware Horizon, visit www.vmware.com/products/horizon.html.

Bringing It Together

The ABC Corporation clearly benefited by investing in Horizon and taking advantage of the SaaS services available through the Horizon Control Plane. The organization saved \$3.3 million over 3 years with a \$2.6 million investment for an overall 23 percent ROI.



*Gross benefit before investment, Generic Output of Value Realizer

FIGURE 2: Example of business value with Horizon Control Plane services

While not all organizations will realize the same results, VMware Horizon with a SaaS-based solution can provide higher levels of employee accessibility and satisfaction and give IT the tools needed to deploy, manage and secure a cloud-ready desktop and application foundation. Horizon helps organizations embrace the cloud at their own pace and ensure that they can respond to change, supporting critical use cases, such as business continuity, disaster recovery and a distributed workforce.

Horizon enables a digital workspace with efficient delivery of virtual desktops and apps and an unmatched end-user experience. It offers organizations an agile, cloud-based infrastructure that modernizes desktop operations, provides end-to-end security, and seamlessly integrates with the extended VMware technology ecosystem to deliver a complete digital foundation.

Get Started

Take the next step and learn about the latest virtual desktop and app trends from Horizon and its control plane services by watching the [VDI and App Trends 2021: Leveraging SaaS Services](#) webinar and demo.