VMware Horizon FLEX

Q. What is Horizon FLEX?

A. VMware Horizon® FLEX™ provides the flexibility IT needs to serve end users, while maintaining security and compliance with centrally managed, containerized desktops. With Horizon FLEX, you can finally deliver a reliable Windows experience to BYO users, Mac users, contractors and road warriors – whether offline or online.

Q. What are the key benefits of Horizon FLEX?

A. Key benefits of Horizon FLEX include:

- **Embrace BYO and Macs:** Easily deliver local virtual desktops to Mac and PC users with incredible flexibility.
- **Work from anywhere, even when disconnected:** Get access to a rich desktop experience through our industry-leading clients, ensuring productivity even when on the road or disconnected from the network.
- **Simplify desktop management with desktop containers:** Easily entitle, control and secure Windows virtual desktops from a central web console.
- **Easily manage, backup or patch virtual desktops:** Manage, backup or patch Windows virtual desktops using the Mirage for Horizon FLEX layering technology or continue to use your own Windows image management tools.
- **Reduce costs:** Minimize the training needs of your workforce with our streamlined user-experience. Deploying virtual desktops is significantly less expensive than shipping laptops to onboard your new employees or contractors.

Q. How does Horizon FLEX work?

A. With Horizon FLEX, IT administrators can provide Windows virtual desktops to end users in a self-service manner. Use of the containerized desktops is governed by policies that are defined centrally and can be updated dynamically.

IT administrators entitle users to the desktops they need based on their roles and groups as defined in Active Directory.

End-users can receive containerized desktops in one of three ways:

- Download on-demand over the corporate network. Users simply enter their credentials in the Horizon FLEX clients and see a list of virtual desktops available to them.
- Via courier on a USB key or portable hard-drive
- IT helpdesk provides the desktop to their PC or Mac via a desk-side visit

Once the virtual desktop is downloaded or copied to the end users' computer, they will have access to a full desktop environment with access to corporate applications. The virtual desktop policies sync regularly with the Horizon FLEX server and will allow IT admins to remain in control.

Q. Who is Horizon FLEX for?

A. Horizon FLEX is ideal for organizations dealing with BYO users, Mac users, contractors, road warriors or regional offices:

- **Bring Your Own PC (BYOPC) –** Supports employees using their own computer for work, or for those users who want to use a Mac even though a PC is "standard issue."
- **Temporary or contract workers –** Enables temporary or contract workers access to the applications and data they need, whilst protecting corporate data, especially if the user has their own computer.
- **Road warriors –** Supports employees who are not always connected to the corporate network, for example, road-warrior sales reps, or consultants or employees working from home.
- **Regional offices –** Supports regional offices that need to exchange confidential information with the home office using a standard set of corporate applications.
- **Development and training –** Supports development, testing, and training efforts that require an isolated environment that is hardware- and OS-agnostic.

Q. When will Horizon FLEX be publicly available?

A. Horizon FLEX will be available in December 2014.

Q. How do I buy Horizon FLEX?

A. You can purchase Horizon FLEX directly from VMware or from your preferred reseller. Please contact VMware sales to learn more.

Q. Where is Horizon FLEX available?

A. Horizon FLEX will be available worldwide.

Q. Can I upgrade to Horizon FLEX?

A. Yes, you can upgrade to Horizon FLEX from VMware Fusion® 6 Professional, Fusion 7 Pro, or Player 7 Pro™.

Q. Can I use Horizon FLEX if I don't have VMware Horizon View or vSphere?

A. Yes, Horizon View (or Advanced / Enterprise) and VMware vSphere® are not required to use Horizon FLEX.

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Q. How is this different from Horizon View or Horizon Air?

A. VMware Horizon 6 and Horizon Air™ run in your data center while Horizon FLEX runs locally on your end users' computers. Horizon FLEX complements Horizon View™ and Horizon Air setups by giving employees access to a Windows virtual desktop that they can use when offline or disconnected from the network. Users demanding Macs, contractors bringing their own laptops and employees on the road that want to be productive while offline would be better served with Horizon FLEX.

Q. Can my users be productive even when disconnected from the network?

A. Yes. Because Horizon FLEX virtual machines are stored locally on the users' Macs or PCs, they can be productive even when disconnected from the network.

Q. Does Horizon FLEX require a network connection?

A. Horizon FLEX clients can run offline for a set period of time, governed by policy. The clients do not need a network connection to run but will periodically check-in with the central server to sync policies and renew the usage lease. Communication between the client and the central server uses the HTTPS protocol.

Q. Can I use Horizon FLEX on Macs?

A. Yes, Horizon FLEX comes with clients that run on both Macs and Windows PCs.

Q. What is Mirage for Horizon FLEX?

A. VMware Mirage™ for Horizon FLEX allows you to easily manage, backup or patch Windows virtual desktops.

Q. Do I need to use Mirage for Horizon FLEX instead of my existing image management tools?

A. No, you can simply use the Horizon FLEX policy server to deploy and manage your virtual machines and continue to use your existing image management tools.

Q. Does this work with other management tools like SCCM?

A. Horizon FLEX comes with Mirage to easily manage, backup or patch the Windows virtual desktops. If you would prefer using your own image management tools such as SCCM or Altiris, Horizon FLEX is compatible with these too.

Q. How does Horizon FLEX compare to the Local Mode feature in View?

A. Horizon FLEX has some key differences when compared to View Local Mode:

- Desktops do not need to be checked-out and checked-back in as they reside locally on the laptop – resulting in better usability.
- When used with Mirage for Horizon FLEX, user documents and data sync back to the Mirage management server.
- Horizon FLEX does not require the full VMware vSphere, VMware View technology stack to provide desktops to end users.
- Horizon FLEX is suitable for use with Windows and Mac end-points.
- The Local Mode feature was part of View 5 and is no longer supported in Horizon View (Advanced or Enterprise)

Q. How does Horizon FLEX compare to VMware ACE?

A. Horizon FLEX has some key differences when compared with the VMware ACE™ technology:

- Horizon FLEX uses modern protocols to provide superior compatibility and lower TCO
- Horizon FLEX has been designed from the ground up to work with Macs and PCs, whether corporate owned or employee owned.
- Horizon FLEX is able to manage the contents of the Windows virtual desktop using the Mirage for Horizon FLEX functionality.

Q. Is this a Type 1 or Type 2 hypervisor solution?

A. Horizon FLEX clients are type-2 hypervisors that run on top of a host - Mac OS or Windows - operating system.

Q. Does Horizon FLEX support Linux operating systems?

A. Horizon FLEX supports Linux operating systems within a virtual machine (e.g. for field service technicians). The Horizon FLEX clients are supported on Mac OS X and Windows PCs and laptops.

Q. What policies are supported in Horizon FLEX?

A. The Horizon FLEX policy server supports the following control points:

- Time limit (expiration)
- Grace period (disconnected use time-out)
- Poll frequency (for policy updates)
- Remote lock (revoke access)
- USB device access (on/off)
- Data copying (drag-and-drop, copy-and-paste)
- Limit access to virtual machine settings (prevents users from tampering with settings and generating support calls)

Horizon FLEX also has the following capabilities:

- Virtual Machine entitlement by individual or group
- Virtual Machine distribution (via network or USB key)

Q. What type of virtual desktops are supported in Horizon FLEX?

A. Horizon FLEX supports most 32-bit and 64-bit Windows operating systems. Windows XP, Windows Vista, Windows 7 and Windows 8 are all supported.

Q. What are the hardware system requirements for Horizon FLEX clients?

A. The hardware requirements include:

PC requirements: 64-bit x86 1GHz Intel processor or higher, 2GB of RAM minimum / 4GB recommended. 150MB of available disk space for the application. Additional hard disk space required for each virtual machine.

Mac requirements: 64-bit Intel Mac with Core 2 duo, Xeon, i3, i5, i7 processor or better. 4GB of RAM. 750MB of available disk space for the application. Additional hard disk space required for each virtual machine.

Q. What are the software system requirements for Horizon FLEX clients?

A. The software requirements include:

PC Host operating system: 64-bit Operating system: Windows 8, Windows 7, Windows Server 2012 or Windows Server 2008.

Mac Host operating system: Mac OS X 10.8.0 or higher, OS X 10.9 or higher, OS X 10.10 or higher.