



HPE GREENLAKE VDI STARTUP SERVICE

HPE Network and Mobility Consulting

SERVICE OVERVIEW

HPE GreenLake VDI Startup Service provides planning and implementation sessions with Hewlett Packard Enterprise service specialists, covering the installation and deployment of the HPE GreenLake VDI product in Customer's data center and setup of the Citrix Cloud control plane. After acceptance of the VDI infrastructure, operations and support will be handed over to the HPE GreenLake Operations Team.

The HPE GreenLake Virtual Desktop Infrastructure (VDI) is an innovative, turnkey solution from HPE Pointnext Services. It offers organizations a unique as-a-service option to keep their workloads on-premises, scale simply, and pay per user, per month. To support the urgent need of Remote Access for users, HPE GreenLake VDI allows a quick ramp up of the service and removes the burden for IT by delegating operation to the HPE team. HPE GreenLake VDI offers a hybrid cloud approach. We use Citrix Cloud to control user access and broker virtual desktops while keeping the virtual desktops on-premises.

The hardware and software required to deliver these desktop experiences will be deployed by HPE into the Customer's data center keeping desktops close to applications and users.

HPE Pointnext Services supports, operates, and manages the platform up to, but not including the desktop virtual machines. Customers can retain full control of the crucial desktop and application environment while HPE manages the platform to which they are deployed with a focus on keeping it available, performant, and secure.

SERVICE BENEFITS

- Designed to deliver rapid time to value for the HPE GreenLake VDI platform
- Installation and configuration by Hewlett Packard Enterprise technical specialists
- Availability of a Hewlett Packard Enterprise service specialist to answer advanced questions during the delivery of this service
- Delivery of the service at a mutually scheduled time convenient to their organization
- Verification that all service prerequisites are met prior to installation
- Support on one Windows 10 VDI image build

SERVICE FEATURE HIGHLIGHTS

- Project initiation and planning including Citrix Virtual Apps and Desktops (CVAD) services readiness
- Service will be partially delivered remote and on-premises
- HPE GreenLake VDI implementation
- Acceptance into operations
- Optional early life support

TABLE 1. Service features

Feature	Delivery specifications
Project initiation and planning	<ul style="list-style-type: none"> Review roles and responsibilities of the HPE GreenLake VDI solution with Customer Deliver workshops to capture detailed requirements for the HPE GreenLake VDI deployment and document remediation work to enable connectivity between Customer environment and Citrix cloud Create detailed design and remediation document based on workshop results Assist Customer on one Windows 10 VDI desktop image design
HPE GreenLake VDI implementation	<ul style="list-style-type: none"> Oversee initial HW setup and installation following HPE GreenLake VDI design criteria Installation and configuration of hypervisor software on HPE GreenLake VDI management server Installation and configuration of hypervisor software on workload servers included in the initial HPE GreenLake VDI order Enable Citrix Cloud tenant for Customer and assign CVAD licenses Install and configure Windows Server virtual machines on management server using a Customer provided hardened Windows Server 2016/19 OS image Support HPE GreenLake Managed Services (GMS) team setting up a Linux® OS VM on the HPE GreenLake VDI management server Configure Citrix (CVAD) essential components to allow for base functionality necessary Configure Citrix Cloud connectors and verify connectivity between Customer's data center and Citrix Cloud Configure <ul style="list-style-type: none"> Create Machine Catalog and delivery groups according to design document Configure Citrix policies for User Personalization (Citrix UPM and folder redirection only) Advise Customer configuring Citrix policies and AD GPO settings Configure Citrix Gateway services in Citrix Cloud supporting user basic authentication methods Optional, if included in offered HPE GreenLake VDI package, install and configure on-premises Citrix Gateway virtual appliance on a Customer provided host in the DMZ or on HPE GreenLake VDI management server Support Customer on desktop build and optimize 1 master virtual desktop image Deploy virtual machines on workload servers Deploy VMs using Citrix MCS Support Customer to configure basic user profile management and folder redirection Advise Customer on client SW deployment for Citrix Workspace Perform initial testing and remediation
Acceptance into operations	<ul style="list-style-type: none"> Provide an as-built document of the HPE GreenLake VDI environment Support onboarding of predefined number of users for acceptance testing HPE shall execute the HPE GreenLake VDI solution acceptance tests in accordance with the acceptance test plan in the presence of a Customer if required/available Hand over management of HPE GreenLake VDI infrastructure to the HPE GMS operations team Provide knowledge transfer throughout the process as time permits

TABLE 2. Service features (optional)

Feature	Delivery specifications
Early life support	<ul style="list-style-type: none"> Assistance on image build, update, and deployment to HPE GreenLake VDI service Train and support Level 1 help desk on new HPE GreenLake VDI solution and user issues Assistance on Customer responsible operational tasks Fine tuning and custom configuration of solution components beyond the activities and deliverables defined in the previous work packages
Acceptance into operations	<ul style="list-style-type: none"> Provide an as-built document of the HPE GreenLake VDI environment Support onboarding of predefined number of users for acceptance testing HPE shall execute the HPE GreenLake VDI solution acceptance tests in accordance with the acceptance test plan in the presence of a Customer if required/available Hand over management of HPE GreenLake VDI infrastructure to the HPE GMS operations team Provide knowledge transfer throughout the process as time permits



SERVICE ELIGIBILITY

Customers are eligible for the delivery of this service if they meet the following prerequisites:

- The Customer provides rack space, power, and cooling to host the HPE GreenLake VDI infrastructure
- Customer must provide network connectivity/ports to connect the HPE GreenLake VDI switches and servers to their core network
- Requirements and remediation work outlined in the detailed design document must be implemented by Customer before work package **HPE GreenLake VDI Implementation** services start
- Customers client devices and network infrastructure must meet requirements for VDI deployment to meet user expectation and performance
- The Customer must have the appropriate licenses, including Windows Client Licenses, for virtual desktops
- Customer must provide remote access capabilities to HPE
- Provide a suitable work area for delivery of the service, including access to an outside telephone line, power, and any network connections required
- Allow Hewlett Packard Enterprise full and unrestricted access to all locations where the service is to be performed

SERVICE LIMITATIONS

- Services will be performed during business hours on working days. If Customer requests and subsequently authorizes a change for delivery outside business hours, those hours are subject to availability of HPE
- This service is limited to a single physical site
- Documentation created during this engagement is in English and produced in Word, PowerPoint, or PDF format.

CUSTOMER RESPONSIBILITIES

The Customer will:

- Ensure that all service prerequisites as identified in the [Service eligibility](#) section have been met
- Ensure the project team of the Customer is mobilized and participates in the kick-off meeting
- Provide all required information for preparing detailed design document for HPE GreenLake VDI
- Customer responsible for image and application management
- Provide the existing Windows desktop build
- Provide all licenses required to run a virtual desktop workstation including Windows licenses
- Provide a hardened server OS image template to be used for deployment of the VDI management infrastructure
- Provide access to relevant systems and associated accounts/personnel to HPE as required to complete the services outlined previously
- Add all Windows Servers that are part of the solution to standard anti-virus, patching, and update, and administration toolsets
- Be responsible for all data backup and restore operations

GENERAL PROVISIONS AND OTHER EXCLUSIONS

Hewlett Packard Enterprise reserves the right to charge, on a time and materials basis, for any additional work over and above the service package pricing that may result from work required to address service prerequisites or other requirements that are not met by the Customer.

HPE and Customer acknowledge that successful completion of this project will require full and mutual good faith cooperation. Where agreement, approval, acceptance, consent, or similar action by either party is required by any provision of this service; such action will not be unreasonably delayed or withheld. Customer agrees that to the extent its failure to meet its responsibilities results in a failure or delay by HPE in performing its obligations under this service. HPE will not be liable for such failure or delay.

Activities such as, but not limited to, the following are excluded from this service:

- Any service not clearly specified in this document



ORDERING INFORMATION

To obtain further information and to order this service, contact a local Hewlett Packard Enterprise sales representative and reference the following service product number(s):

- H9YJ7A1—HPE Digital Workplace 1 Day Offsite Service
- H9YJ6A1—HPE Digital Workplace 5 Day Onsite Service

Multiple number of above SKUs are included dependent on HPE GreenLake VDI package chosen.

	H9YJ6A1	H9YJ7A1
Package 1—100 users to 300 users	2	4
Package 2—300 user to 500 users	3	5
Package 3—500 users to 1000 users	3	5

Services described as optional can be offered to Customer on mutual agreement.

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