HPE SMALL BUSINESS SOLUTIONS FOR REMOTE WORKERS

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OVERVIEW

HPE Small Business Solutions for Remote Workers is a portfolio of validated configurations based on HPE ProLiant Gen10 servers and a choice of virtual desktop infrastructure (VDI) software options to enable remote work across a variety of platforms and use cases.

NOTE

This FAQ is a living document. It will be updated periodically with new questions and answers. Please check for the latest version.

VDI QUESTIONS

Q: What is VDI and what HPE products and solutions enable VDI?

A: Virtual Desktop Infrastructure (VDI) provides a virtualized desktop environment to local and remote users that can be accessed over the network from anywhere on any device. The user only needs a display, input devices like keyboard and mouse, and any compatible device that can make the connection to the VDI solution.

HPE Small Business Solutions for Remote Workers use several products that provide a VDI environment with varying levels of speed, manageability, and cost depending on your needs.

- Microsoft Remote Desktop Services (RDS): RDS is a feature of Windows Server that is unlocked via Client Access Licenses (CALs). Users can share a single instance of the operating system (OS), connect to a dedicated instance of an OS in a virtual machine (VM), or a combination of both. Our current HPE Small Business Solutions for Small Office Deployment ML30 and DL20 configurations utilize a shared operating system and support 10 and 20 remote workers, respectively.

- Teradici Cloud Access Software (CAS): The Teradici CAS solution provides users with access to individual virtual desktop operating systems running on an existing virtualization platform, like VMware®. A key feature is that Teradici users access their dedicated virtual desktop through the cloud. It is more robust and more flexible than RDS, and provides connections from any device, and enables a high-resolution remote display with or without a GPU. Our Teradici solution features a DL360, which supports up to 30 remote workers.

- VMware Horizon®: Horizon is a suite of products that enable a large variety of deployment environments. Users connect to a dedicated instance of the desktop OS. A key feature of Horizon is that it includes all of the virtualization and management tools needed for a complete solution. Horizon makes it much easier to manage large numbers of desktops and applications. HPE VMware Horizon solutions are featured on ML350, DL360, and DL380 platforms supporting 16–87 remote workers.

- Citrix Virtual Apps and Desktops (formerly XenApp and XenDesktop): Like RDS, Citrix provides both shared and dedicated desktop environments. The difference is that Citrix solutions provide much more robust management and scale to many thousands of virtual desktops. HPE is currently investigating small-scale solutions that can fit into the HPE Small Business Solutions for Remote Workers. You can view HPE Citrix solutions at the HPE and Citrix alliance page.

Q: What are the different types of users I need to be aware of when recommending/sizing a VDI solution?

A: There are three basic types of users to keep in mind when building VDI solutions:

- **Task workers** work with computers to do basic data entry, use simple office applications, access static web content, and work with email. Example roles include call center workers, retail employees, bank tellers, and warehouse workers.

- **Knowledge workers** perform administrative and data analysis, work with more sophisticated office applications, access dynamic web content, and use Microsoft products like email and video conferencing. Examples include businesspeople, physicians, pharmacists, accountants, lawyers, academics, and other types of white-collar workers.

- **Power workers** use many of the same apps as knowledge workers, with the addition of software engineering, content creation, and dynamic web creation. Examples include application developers and people who use graphics-intensive applications, such as architects, engineers, scientists, programmers, and designers.

- **Blended user profile**—HPE Remote Worker solutions for VDI support all three profile types. The latest HPE Remote Worker solutions for VDI are validated for a Blended Workload profile to better fit environments where multiple user types are present. These solutions are validated for a blend of 65% Task Worker, 25% Knowledge Worker, and 10% Power Worker for the rated number of users supported.

The HPE Small Business Solutions for VDI Configuration Guide details the configurations and numbers of users supported by each.

Q: What is a persistent desktop vs. a non-persistent desktop?
A: Persistent desktops refer to keeping user settings, applications, and documents stored on the VDI server to make a VDI session feel more like working with a physical PC. This is usually done by providing the user with a dedicated VM but can also be accomplished by storing the user profile in a User Environment Manager. A user with a persistent desktop can keep any configurations and personalization from one VDI session to the next. For example, if a persistent desktop user creates a desktop shortcut to a certain document, that shortcut will still be there the next time the user logs on.

Non-persistent environments create a temporary user environment based on a template built from a pool of resources or can simply be a shared instance of the OS. The environment is new every time the user logs on and is a mirror copy for everyone. Because of this, no user customization is available. Following the example above, if a user creates a desktop shortcut in one session, it won't be there the next time the user logs on.

Q: What does BYOD mean in relation to VDI?
A: BYOD stands for "bring your own device." It refers to a company allowing users to choose what device they'll access VDI desktops from—their own PC, laptop, tablet, smartphone, etc. The device is not owned by the company, and it may or may not be supported by IT. While most VDI solutions support BYOD, many require additional components in the solution and some workloads—like data analytics—simply aren't practical on a smartphone because of the screen size. However, tasks like answering emails and accessing apps and information are quite possible. For a true work-from-home experience with BYOD for VDI, employees would need to use their own desktops or laptops.

Q: What's the difference between VDI and virtual private networks (VPNs)?
A: VPNs create a secure connection tunnel to remote users to provide access to internal network resources, such as file and print servers, databases, etc. A VPN only provides connectivity to the internal network, it does not provide a remote desktop instance. When working with only a VPN, a user would need to download any files and data they want to work with to their computer, make changes to the file using locally installed applications, then re-upload the files to the shared folder when they're finished.

VDI provides remote access to a physical or virtualized desktop instance hosted on the on-premises server or in the cloud. VDI provides a desktop-like experience for remote end users. Once they've logged in, remote users can work with their own files and applications just as if they were sitting at their desk. A remote user must make a connection to the VDI solution, which can be done through either a VPN, or a through a part of the VDI solution called a "Session-Gateway," which makes a secure connection without the need for a VPN.

HPE is currently investigating offering an HPE Small Business Solution for VPN, and there are some products available from Aruba, which can be found at arubanetworks.com.

SOLUTION QUESTIONS

Q: What HPE Small Business Solutions for VDI configurations are currently supported?
A: Configurations are built on HPE ProLiant Gen10 servers with either Teradici Cloud Access Software or VMware Horizon.

- The Teradici option is based on a build-to-order (BTO) HPE ProLiant DL360 Gen10 Server with VMware ESXi™ hypervisor and Teradici Cloud Access Software. It provides a high-density graphics solution in a BYOD environment without a GPU. This solution is sized for 30 users that range from task/light users to knowledge/medium users in a persistent environment.

- The VMware Horizon solution is built on a BTO HPE ProLiant ML350, DL360, or DL380 Gen10 Servers that support between 15 and 85 Blended User profiles in three different sizes.

Q: Is there another Small Business Solution option that would work for smaller VDI deployments?
A: Yes, the HPE Small Business Solutions for Small Office Deployment, built on either an HPE ProLiant ML30 or DL20 Gen10 Server, when equipped with Windows Server 2019 + RDS Client Access Licenses (one per user), can support 10 and 20 remote users, respectively, in a non-persistent environment. RDS is a great fit for simple desktop applications—like Microsoft Office and Outlook—especially when most users access the same applications and use roughly the same amount of resources. For example, if your customer has a server at the office that runs batch jobs and employees need to pull information from that server to do their work, RDS is probably a good fit.

Q: What's the difference between validated offerings and non-validated offerings?
A: Unique times call for unique solutions to solve the remote worker challenge. HPE has offerings tested and validated for various workloads. These are referred to, and documented as, HPE Small Business Solutions for Remote Workers. These solutions are validated and feature configuration and deployment guides, a customer deck, and sales summaries to assist in an end-to-end remote worker execution.

Additionally, there are non-validated ready-to-deploy configurations based on several HPE ProLiant Gen10 Servers. These configurations are starter configurations that can be customized by an IT professional to deploy at a customer's site. These solutions have not been validated for specific VDI workloads, but they can reasonably act as a starting point for a custom VDI solution.

Q: How do you size an HPE Small Business Solution for Remote Workers?
A: Determining the right size for a VDI deployment requires knowing the number of concurrent users and the worker profiles as outlined above. As mentioned earlier, HPE Remote Worker solutions provide options to fit a variety of company sizes and user profiles and the solution Configuration Guide will explain which and how many of the user types are supported by a specific solution. As a rule of thumb:

• The HPE Small Business Solution for Small Office Deployment with RDS is best for up to 20 concurrent task workers.

• Teradici is best for about 30 concurrent knowledge users.

• Horizon is best for a mix of up to 85 task, knowledge, and power users.

Note that these sizes should be used only as a guide. Due to the highly variable nature of VDI workloads it is impossible to accurately determine how many users a solution will support in any real-world environment.

Q: What's the difference between the options?
A: Apart from just sizing, use the following to talk to customers about which solution to choose:

• **HPE Small Business Solutions for Small Office Deployment** include Microsoft RDS as an embedded service with Windows Server 2019. RDS is a great fit for simple desktop applications—like Microsoft Office and Outlook—especially when most users access the same applications and use roughly the same amount of resources. The key characteristic is that a connection must be made to the internal network, usually by a VPN but RDS also features a session gateway that can be deployed in the perimeter network if a session gateway is preferred. One limitation of RDS is that the remote user must be using a Windows PC or qualified thin client unless a session broker is deployed.

• **Teradici** is a hybrid cloud-based option. It uses the on-premises VMware virtualization environment to host the virtual desktops and the Teradici Cloud Access Software to provide the connection from the outside world to the inside virtual machines. Teradici Cloud Access Software is a great option for smaller customers who don't already have an on-premises perimeter network, such as a DMZ, and want to set up VDI quickly and easily. If the customer already has, or plans to have available VMware virtualization capacity, Teradici is an affordable solution for smaller businesses with limited budgets and IT staff. The key characteristic is that the VDI host server is inside the on-premises network while the Session Gateway is based on the cloud.

• **VMware Horizon** is an end-to-end on-premises VMware based VDI solution, with a cloud option with additional licensing. Horizon is a good choice for customers who have already have a perimeter network in place. Horizon can be easily managed by existing VMware admins.

Q: Is external storage required?
A: HPE Small Business Solutions for Remote Workers come with sufficient internal storage to support the stated number of users. For customers who need to support more users, we will likely recommend two or more servers, depending on the user profile balance, in which case each server can be sized for the appropriate allocation.

Q: How do I choose which Remote Worker solution is right for me?
A: Here's a quick comparison guide of currently available HPE SMB Solutions:

HPE Small Business Solutions for Small Office Deployment	HPE Small Business Solutions for VDI—Teradici CAS	HPE Small Business Solutions for VDI—VMware Horizon
Included with Windows Server	Teradici CAS and VMware vSphere®	Complete end-to-end solution
Shared (non-persistent) user environments	Dedicated (persistent) user environment	Dedicated (persistent) user environment
No user environment customization	Full user environment customization	Full user environment customization
All sessions run on one OS instance	Each session is isolated on its own VM	Each session is isolated on its own VM
Easy to deploy and maintain for a small number of users, but quickly becomes difficult as user count increases	More capable but adds moderate complexity. Has some user management features to improve maintenance	Very robust with lots of options, complex to deploy but much easier to maintain at larger user counts
For fewer than 20 task workers	For up to 30 task/knowledge workers	For up to 85 task/knowledge/power workers
$	$$	$$$

TERADICI QUESTIONS

Q: What is Teradici?
A: Teradici Cloud Access Software gives customers the power to deliver rich, cloud-based VDI experiences, using trusted PC-over-IP (PCoIP) technology. Teradici makes it possible for employees to access entire virtual workspaces—including graphics-intensive applications—from any cloud, public or private. It also gives employees the option to work from a wide variety of devices—such as laptops, tablets, and zero clients—to enjoy a high-fidelity performance, rich user experience, and bulletproof security wherever they choose to work. Our HPE solution is validated for up to 30 knowledge workers.

Q: What is Teradici's relationship to HPE?
A: HPE has worked with Teradici for more than five years, and they've been an HPE Silver Technology Partner for a year. The Technology Partner designation means they have registered with HPE and have a mutual interest in working and testing products with us. The Silver level means they signed a Partner agreement and have joint collaboration with HPE marketing. We also have a reference architecture that validates the solution.

Q: Why did HPE choose to offer Teradici instead of better-known solutions, such as Citrix?
A: We have chosen this solution because of the value it provides for SMBs. The Teradici solution has an HPE-validated reference architecture and is easily deployed with firm documentation. Teradici is cloud-accessible and the cost is competitive if not lower than other choices (depending on the number of users). VDI is typically difficult to size for SMB environments, and Teradici provides a validated HPE Small Business Solution for Remote Workers that's sized for 30 users. We are investigating Citrix, but it is typically more complex and costly, which can be a challenge for SMBs.

Q: What is the pricing of the Teradici software?
A: It is $288 per license, which is for a concurrent user, not a named user (meaning any x number of users can use VDI at any given time, not only specific users). This includes support, updates, and help desk for the 3-year license term.

Q: Where do partners get the Teradici software?
A: Teradici is facilitated through HPE Hybrid IT Licensing Services (HILS). They are the broker of the product until the SKU is fully generated. HILS is an internal HPE team that will handle the third-party interaction with Teradici, and because of this, Partners do not need to find a reseller in their country that works with Teradici. HPE HILS can handle the transaction for the Partner emailing hils@hpe.com, filling out a small request form for the product, providing seat information for the end-customer, and giving any margin. From there, HILS will collect payment and Teradici will send final licenses to the users.

If a customer encounters a problem, Teradici 24x7 support is included in each license, which also includes installation, support, and service for the duration of the 3-year license.

Q: Who is our point of contact at Teradici?
A: Internally, Michael Meek (michael.meek@hpe.com; Product Manager, SMB Solutions) is managing the SMB piece of Teradici. From an enterprise or CTO perspective, Mark Azadpour manages the relationship with Teradici. Mike Bearden (mbearden@teradici.com, Director of OEM Accounts) is our contact at Teradici.

Q: How does Teradici support sales?
A: Teradici has a host of materials to support sales that are already generated. You can view the Teradici resources at teradici.com/resource-center/, which contains videos, webinars, white papers, and customer stories. If individual assistance is needed, please feel free to reach out to our Teradici contacts listed above.

VMWARE HORIZON QUESTIONS

Q: What is VMware Horizon?
A: VMware Horizon is a commercial desktop and app virtualization product developed by VMware, Inc. for Windows Server, Linux® and macOS operating systems. VMware Horizon® 7 simplifies the management and delivery of virtual desktops and apps on-premises, in the cloud, or in a hybrid or multicloud configuration through a single platform to end users. Built for the software-defined data center, VMware Horizon featuring the Blast Extreme remote desktop protocol delivers an immersive, feature rich user experience across multiple end-user devices, locations, and network connections. The HPE Small Business Solution for VDI with VMware Horizon is validated for mix of up to 85 task, knowledge, and power users.

Q: What is VMware Horizon® Client?
A: VMware Horizon Client software is available from app stores or from VMware for iOS, Android, Chrome, Windows, Linux, and macOS so that users can access published applications and VDI desktops from any device. An HTML Access Web Client is also available, and it does not require installing any software on client devices.

Q: What is VMware's relationship to HPE?
A: Partnering for more than 20 years, HPE and VMware accelerate customers' modernization journeys by delivering the industry's most complete portfolio of integrated virtualization, cloud, and mobility solutions and services designed to work as one in multicloud environments. HPE is the largest OEM partner for VMware, and the two companies share one of the largest joint partner communities. For more details, read the HPE and VMware Alliance Brief.

Q: When should I choose Horizon 7 and when should I choose Horizon Apps?
A: Both Horizon 7 and Horizon Apps offer reliable and secure published RDS application delivery and management that include session-based desktops. Horizon 7 additionally provides virtual desktops, which provide a desktop experience and a highly reliable, high-performance, personalized desktop.

Q: What is included in the Horizon editions and which edition of license needs to be selected for this solution?
A: Horizon 7 Standard, Horizon 7 Advanced, and Horizon 7 Enterprise are bundled with all the necessary components to deploy a complete VDI solution. Some add-on features are also available as options.

HPE recommends VMware Horizon® Advanced Edition, which includes cost-effective delivery of desktops and applications through a unified workspace, which is available for a concurrent user and named user.

Q: How do I buy VMware Horizon 7?
A: VMware Horizon 7 is available as an HPE SKU and can be purchased the same way as all other HPE Options. It is also available through the VMware Store and authorized VMware resellers and desktop competency partners. For more information, visit vmware.com/go/horizon.

RESOURCES

- HPE Small Business Solutions for Remote Workers Solution Brief
- HPE Small Business Solutions for Remote Workers Infographics
- HPE ProLiant Rack and Tower family guide
- HPE ProLiant Server QuickSpecs

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