

DESKTOP AS A SERVICE AT A GLANCE

- » Contour DaaS delivers hosted desktops and applications through a single platform to end users
- » End users can access desktops from one digital workspace across devices, locations, media, and connections without compromising quality and user experience
- » Contour DaaS helps IT control, manage, and protect all of the Windows resources end users want, at the speed they expect, with efficiency the business demands



DESKTOP as a SERVICE

Technical Overview

Contour Cloud Desktop as a Service (DaaS) enables IT to centrally manage desktop and application images to streamline management, reduce costs, and maintain compliance. Contour's DaaS is delivered through a single platform to end users. These desktops and application services — including RDS hosted apps, packaged apps with ThinApp, SaaS apps can all be accessed from one unified workspace to provide end users with all the resources they want, at the speed they expect, with the efficiency the business demands.

Contour's DaaS platform includes a complete Windows 7, 8, 10 user experience including all the standard and custom applications required for every user. Our platform integrates with your Active Directory to ensure user authentication. Contour's highly certified, 24x7x365 Network Operations Center (NOC) provides proactive monitoring to ensure your Desktops are performing as expected.

Desktop Types

Standard – 1vCPU, 2GB RAM, 30GB Storage

Enhanced – 2vCPU, 4GB RAM, 60GB Storage

Boosted – 4vCPU, 8GB RAM, 120GB Storage

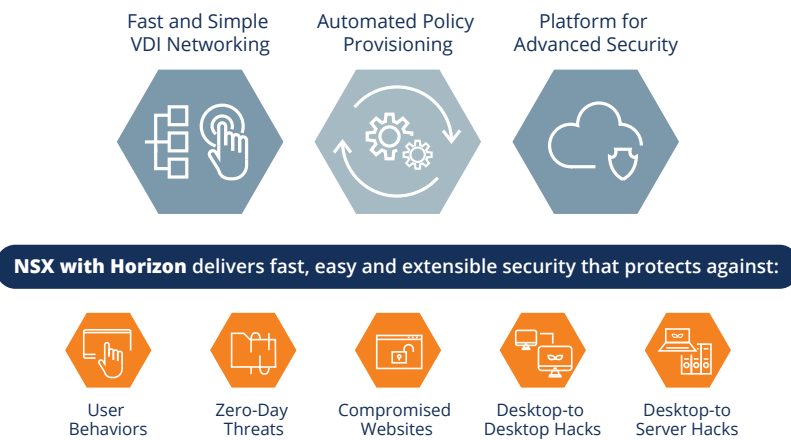
Superior – 8vCPU, 16GB RAM, 240GB Storage

Optimized for the Software-Defined Data Center

Leverage and extend your vSphere environment to deliver desktop and application workloads. Contour's DaaS extends the power of virtualization with virtual compute, storage, networking and security to drive down costs, enhance the user experience, and deliver greater business agility.

Security

Contour DaaS with VMware NSX enables you to quickly and simply set up networking security policy for end users that stays with them across devices and locations regardless of any changes in the underlying physical infrastructure.



Managed Desktops (Optional)

Contour will manage the following aspects of the Desktop as a Service platform on your behalf:

- User environment Management and Personalization
- Real-time Application delivery and Management
- Image Management
- Analytics and Automation
- Performance Monitoring and Management
- Backup and Restoration

Editions

Horizon 7 Standard – Simple, Powerful VDI with a great user experience

Horizon 7 Advanced – Cost-effective delivery of desktops and application through a unified workspace

Horizon 7 Enterprise – Desktops and application delivered through a unified workspace with just-in-time management

Feature	Sub-Component/ Product	Horizon for Linux	Horizon Standard	Horizon Advanced	Horizon Enterprise	Horizon Apps Standard	Horizon Apps Advanced
License Entitlement							
Concurrent User (CCU)		•	•	•	•	•	•
Named User				•	•	•	•
Desktop & Applications							
Windows Virtual Desktops	VMware Horizon		•	•	•		
Linux Desktops	VMware Horizon for Linux	•			•		
Unified Workspace - XA, RDSH, SaaS, ThinApp	VMware Identity Manager Standard			•	•	•	•
Published Applications (RDSH) & Session-Based Desktops	RDSH Published Apps			•	•	•	•
Packaged Applications	VMware ThinApp		•	•	•	•	•
Blast Extreme Protocol	VMware Horizon	•	•	•	•	•	•
Session Collaboration	VMware Horizon				•		
Virtualization Pack for Skype for Business	VMware Horizon			•	•		•
Application & Desktop Access with Single Sign-On	VMware Identity Manager Standard			•	•	•	•
Workplace Environment Management							
Image Management							
Image Management for Physical Desktop	VMware Mirage			•	•		
Desktop & Application Management							
Real-Time Application Delivery	VMware App Volumes				•		•
Just-in-Time Delivery with Instant Clone Technology	VMware Horizon				•		•
User Environment Management							
User, Profile, & Policy Management	VMware User Environment Manager				•	•	•
Cloud Analytics & Operations Management							
Help Desk Tool	VMware Horizon				•		•
Operations Dashboard - Health Monitoring & Performance Analytics	VMware vRealize Operations for Horizon				•		
Capacity Management - Planning & Optimization	VMware vRealize Operations for Horizon				•		
Infrastructure							
Storage							
Virtual Storage	VMware vSAN Advanced for Desktop with all-Flash			•	•		
Desktop Infrastructure							
Cloud Infrastructure	VMware vSphere Desktop & VMware vCenter Desktop	•	•	•	•	•	•

Contourcinch™

Dashboard for easy access and on demand reporting

Cinch is Contour Cloud's proprietary automation platform, enabling self-service to easily create, modify and manage all of your infrastructure and cloud data. **Cinch** makes it easy to find information, manage your account and instantly connect with your Contour team. **Cinch** components include:

- **Cinch Dashboard** provides a quick overview of your entire account. Instantly view all recent activity, including bills, reports and tickets.
- **Cinch Solutions Center** provides real-time status of your active components, ability to manage your components and add additional components on the fly.
- **Cinch Management Center** provides details on your individual Contour Cloud instances including IP addresses, hardware specs, inventory items, bandwidth usage and scale optimizer to set rules for potential traffic spikes.
- **Cinch Security Center** provides you the insight to see all your security patches and KPI data.
- **Contour Cares Support** provides updates on existing tickets and gives you the ability to open new tickets and contact our support team.
- **Cinch SLAs** provides real-time insight into your systems and whether or not Contour is hitting our agreed upon SLAs.