

VMware Workspace

General

Q. What is VMware Workspace?

A. VMware® Workspace™ allows IT to manage and securely deliver applications into a single enterprise-class aggregated workspace. End users can enjoy anytime, anywhere access to corporate resources and IT benefits from simple, centralized, policy-based management.

Q. How does Workspace work?

A. Using the Web-based management platform, administrators can entitle end users to a customized application catalog. Using their desktops or web browsers, employees gain access to these work resources including SaaS applications, packaged VMware ThinApp® applications, and even virtualized applications from Citrix.

Q. What's new with VMware Workspace 1.8?

A. With Workspace 1.8 customers can now enjoy:

- Citrix XenApp integration
- VMware ThinApp package delivery to any Windows desktop
- MS Office 365 & non-SAML Web Apps
- Improved app resource management and categorization

Q. What versions of Citrix XenApp and VMware ThinApp virtualized applications are supported with Workspace 1.8?

A. Today, Workspace supports Citrix XenApp 5.0 and above and ThinApp 5.0 and above.

Q. If I am using files with Workspace 1.5, will this still be supported in Workspace 1.8?

A. Yes, the ability to support and manage files is still supported with Workspace 1.8.

Meeting Today's IT and Business Challenges

Q. How does Workspace help me manage users and monitor usage?

A. Administrators can enable access to applications by users, groups and roles and can generate holistic reports around application usage.

Q. Some of my users work in both the private and public clouds, which raises security issues for my IT team. How does Workspace solve that problem for me?

A. Workspace bridges the gap between private and public clouds, enabling you to maintain high security levels. Now you can control which users have access to which applications in both the public and private clouds. For example, with the click of a button you can ensure that a user's application access has been removed when they leave the company.

Q. What are the minimum system requirements for using Workspace?

A. Workspace is delivered as a virtual appliance and is installed on your network edge. The virtual appliance is packaged as an Open Virtualization Format (OVF) file. It can be deployed on top of any hypervisor supporting this standard, including VMware vSphere®. The management interface is accessible from any Web browser. When running Workspace in a production environment, customers will also need an external Postgres Database.

Pricing, Packaging and Licensing

Q. How can I purchase VMware Workspace?

A. Workspace can be purchased as a standalone bundle on a named user basis in increments of 10 and 100 packs. Workspace comes bundled with VMware Fusion® Pro and ThinApp.

Q. If I am a Workspace customer, how do I upgrade to Horizon 6?

A. Workspace customers can upgrade to the Horizon advanced or the Horizon enterprise editions. These two editions are sold on a named user or concurrent connection basis.

Q. If I am a View customer and I want to take advantage of Workspace—what is the best way for me to do so?

A. If you are using desktop virtualization with VMware® Horizon View™ today, you can upgrade to Horizon Advanced or Enterprise to take advantage of the capabilities provided in Workspace today.

Q. How is ThinApp licensed in Workspace?

A. ThinApp is licensed per named user, device, or concurrent connection when purchased as part of Workspace. You can deploy ThinApp client licenses included in Workspace to physical or virtual machines. As a result, you can use ThinApp licenses purchased separately or as part of Workspace interchangeably.

VMware Workspace Support FAQs

Q. What kind of technical support is available for Workspace?

A. VMware requires Basic (12x5) and Production (24x7) support for all components included in the Workspace, including Fusion Pro and ThinApp. In addition, customers can purchase Business Critical Support to compliment Production Support. VMware Business Critical Support offers access to a dedicated account team who will build and maintain a profile of your Workspace installation and provide regular account reviews. The VMware Professional Services Organization is also available for Workspace consultations or to deploy Workspace in your organization.

For more information, visit <https://www.vmware.com/support/horizon-workspace.html>.

Q. Do I need to buy a VMware support contract for the Workspace offerings?

A. To ensure that you realize the benefits of Workspace quickly, a minimum of one year of Basic VMware Support and Subscription is required with the purchase of any Workspace edition. You can upgrade to Production Support and then elect to add Business Critical Support. Multiyear discounted offerings for all VMware support levels are also available.

