

VMware User Environment Manager

Solution Overview

Q. What is VMware User Environment Manager?

- A. VMware User Environment Manager™ offers personalization and dynamic policy configuration across any virtual, physical and cloud-based environment. It is a critical component of Workspace Environment Management (which supports user centric computing and addresses end-to-end application and user management).

User Environment Manager can simplify end-user profile management by providing organizations with a single and scalable solution that leverages existing infrastructure. IT can simply map infrastructure (including networks and printer mappings) and dynamically set policies for end users to securely support more use cases. With this solution, end users can also enjoy quick access to their Windows workspace and applications, with a personalized and consistent experience across devices and locations. The net effect—organizations leveraging User Environment Manager can increase workplace productivity while driving down the cost of acquisition and day-to-day desktop support and operations.

Q. What is User Environment Management?

- A. User Environment Management is the concept of managing a user's persona across devices and locations. IT centrally manages policies where, regardless of how delivery is performed, end-users can access their desktops and applications with personalized and consistent settings across devices. UEM is focused entirely on the context of the user, and not the device the user is working on. UEM generally focuses on user profile management, user personalization settings, contextual policy settings, user rights management, license management, and reporting.

Q. What is Workspace Environment Management?

- A. Workspace Environment Management is an end-to-end approach to application and end-user management across physical, virtual, and cloud-hosted desktop environments. This approach enables IT organizations to effectively isolate and deliver applications in real-time, monitor performance, and map persona and policies to best meet end-user requirements across devices and locations.

Q. How does VMware User Environment Manager work?

- A. VMware User Environment Manager allows IT to quickly deliver a personalized environment to end-users at login across different devices and locations. Using dynamic contextual policy control, User Environment Manager gives IT a comprehensive profile management tool that supports physical, virtual, and cloud-hosted desktops and applications. These policies deliver a consistent experience that adapts to the end-user's needs.

Q. What are the benefits of using User Environment Manager?

- A. VMware User Environment Manager provides a single and scalable solution to help customers protect their existing investments and drives down costs. The solution requires minimal infrastructure to get started. It allows IT to deliver dynamic profiles, applications, and user policies—reducing desktop and support costs. It additionally provides end-users with personalized access that follows them across devices and locations in real time.

Q. How does User Environment Manager enhance the Horizon Enterprise offering?

- A. User Environment Manager adds to our Workspace Environment Management capabilities and enhances our Horizon Enterprise offering by enabling our customers to take advantage of user and application management for Horizon virtual desktops, session based desktops and hosted applications.

Q. Is there any overhead associated with this solution on my network, storage or compute?

- A. No, User Environment Manager has negligible impact on network, storage and compute.

Q. I have a non-VMware VDI solution in place-can I still leverage User Environment Manager?

- A. Yes. User Environment Manager can be leveraged with Citrix XenDesktop®, Citrix XenApp®, and RDSH environments.

Q. Is the solution scalable?

- A. This is an enterprise-grade solution—and existing User Environment Manager customers have scaled this solution to support well over 100,000 users.

Q. Are Persona Management customers entitled to User Environment Manager?

A. No. They can purchase User Environment Manager standalone or upgrade to Horizon Enterprise.

Q. Is this product localized?

A. The product has Level 1 localization, which means it can run on an English and non-English OS and can accept non-English input/output.

Q. Where can I get access to demos and/or trials of User Environment Manager?

A. Bits will be available for download on the vmware.com website at GA.

Q. What is the Horizon Application Management Bundle?

A. The VMware Horizon® Application Management Bundle is a solution designed to enhance Citrix XenApp and XenDesktop environments. It provides a complete Workspace Environment Management solution that transforms application and end-user management into a highly scalable, nimble delivery process that provides end users with access to the right applications every time they log in.

Citrix customers can improve their return on investment when they standardize on the Horizon App Management Bundle to drive down infrastructure and end-user management costs. End users can enjoy a more personalized user experience with the ability to consistently access applications across devices and locations.

Licensing

Q. I am interested in purchasing User Environment Manager. How can I purchase?

A. User Environment Manager can be purchased as a standalone SKU or with Horizon Enterprise or the Horizon Application Management Bundle. Contact your VMware representative today.

Q. How is User Environment Manager licensed?

A. User Environment Manager is licensed on a named user/device or concurrent connection basis.

Q. Can User Environment Manager licensing be used for physical desktops and laptops?

A. Yes.

Q. How does concurrency work for User Environment Manager?

A. Based on the EULA, VMware will look to make sure that customers do not exceed their max. concurrency based on the amount purchased. As such, customers requiring 500 licenses for 1000 workers who share two shifts—can spin up 1000 licenses of User Environment Manager to support these users—but they must never have more than 500 active at any given time during the day.

Q. Is there an upgrade path from VMware User Environment Manager to Horizon 6?

A. Yes—customers who wish to upgrade from UEM to Horizon Enterprise can do so.

