



Omniassa Digital Workspace Subscriptions (Horizon + Workspace ONE)

Service Definition

Issue: 1

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Table of Contents

1	Document control.....	3
1.1	Principal contact.....	3
2	Service overview.....	4
3	Service scope	4
3.1	Cloud deployment model.....	4
3.2	Key features	4
3.3	Service benefits.....	4
3.4	Service constraints	5
3.5	Security and compliance	5
3.6	Data handling and exit.....	5
3.7	Availability and resilience	5
3.8	Management interfaces.....	5
3.9	Pricing basis.....	5
3.10	Exclusions	5

1 Document control

Commercial in confidence. Errors and Omissions Excepted (E&OE).

1.1 Principal contact

Primary contact

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2 Service overview

This service provides **subscription licences** for **Omnissa Horizon** and **Omnissa Workspace ONE**, enabling organisations to deliver virtual desktops, published applications, and unified endpoint management capabilities. The service supplies licence entitlement only and does not include hosting, infrastructure, or managed operations. The software is deployed and operated within buyer-managed environments in accordance with Omnissa product terms.

3 Service scope

This service offers:

- Omnissa Horizon subscription licences
- Omnissa Workspace ONE subscription licences
- Access to vendor software updates and releases
- Vendor-provided management interfaces and APIs

This service does not include infrastructure, hosting, configuration, or operational management.

3.1 Cloud deployment model

- Private cloud
- Public cloud
- Hybrid cloud

Deployment is determined by the buyer and must align with Omnissa supported architectures.

3.2 Key features

- Virtual desktops and published applications
- Unified endpoint and device management
- Identity and conditional access controls
- Centralised policy and configuration management
- Web, API, and command line administration interfaces

3.3 Service benefits

- Secure remote access to applications and desktops
- Centralised control of devices and user access
- Consistent user experience across locations and devices
- Reduced dependency on local desktop infrastructure
- Flexible deployment across cloud and on-premises environments

3.4 Service constraints

This is a licence-only service. Buyers must provide and manage all underlying infrastructure, networks, identity services, and endpoint devices. Software functionality depends on supported platforms, operating systems, and configurations as defined by Omnissa documentation. Planned maintenance and updates follow Omnissa release schedules. Support is provided under Omnissa support terms.

3.5 Security and compliance

The supplier does not host or process customer data as part of this service. Security controls, data protection, and compliance are implemented by the buyer within their own environment using Omnissa-supported security features and organisational policies.

3.6 Data handling and exit

Customers retain ownership and control of their data at all times. At contract end, customers can export configuration data and retain or remove software in line with Omnissa licence terms. The supplier does not retain customer data.

3.7 Availability and resilience

Availability and resilience are determined by the buyer's infrastructure design and operational practices. Omnissa software supports high-availability and resilient architectures but no fixed availability SLA is provided as part of this licence-only service.

3.8 Management interfaces

Administration is performed using Omnissa web-based management consoles, APIs, and command line tools. Capabilities depend on product edition and deployment model.

3.9 Pricing basis

Pricing is based on **subscription licensing**, typically charged per user or per device, depending on the selected Omnissa product and edition. Pricing is defined in the Order Form or Customer Quotation.

3.10 Exclusions

- Guest OS administration and application support
- Physical infrastructure and hosting
- Managed operations or administration
- Backup, disaster recovery, and monitoring services
- Application and end-user support
- Professional services unless separately contracted