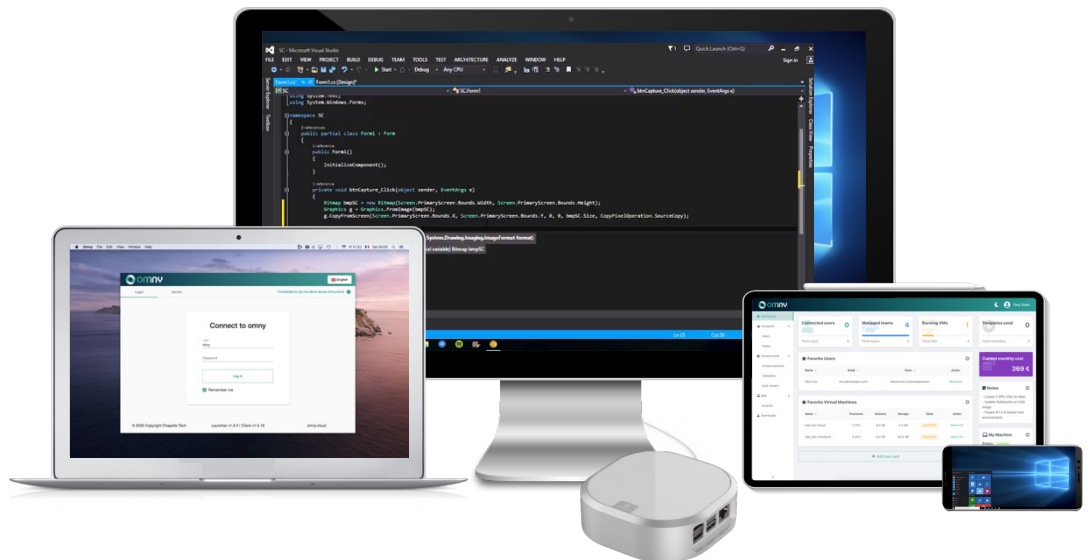




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Omny Cloud: Licensing Guide



INTRODUCTION

Omny Cloud VDI (Virtual Desktop Infrastructure) delivers virtual desktops and networks using a cloud platform that is scalable across multiple deployment options. The overall environment consists of the Omny-hosted cloud service, your designated cloud capacity, and the Omny software deployed into that capacity.

Omny Cloud VDI provides a single cloud control panel from which you can choose multiple deployment options (multi-cloud and on-premise). At any time, you can dynamically switch options to adjust to use cases changes, employee moves, economic shifts, and so on.

These options consist of:

- **Omny Cloud capacity** - Public or private cloud infrastructure from Omny and/or its partners (Infrastructure-as-a-Service providers) when economically relevant.
- **On-premise capacity** - Hyper-converged infrastructure owned by the customer. A unique setup from the hardware manufacturer [2CRSI](#) was designed specifically to optimize the Omny Cloud software, and it will be recommended for on-premise deployment. It must be bought and owned by the customer.

PACKAGING & LICENSING

Omny Cloud VDI is available in two subscription options:

- **Per named user** - For virtual environments with end users that require dedicated access to virtual machines (VMs) throughout the day.
- **Per concurrent connection** - For virtual environments with a high number of users who share machines throughout the day, such as students or shift workers, also called “floating VMs”.

An Omny Cloud license can support two types of VMs:

- **CPU-intensive VMs** – “Standard”, for standard work that do not require high computing power nor intensive graphics (sales, administration...)
- **GPU-accelerated VMs** – “GPU”, for graphic intensive tasks or high computing power works (software development, 3D, CAD...), supporting dedicated GPUs from multiple manufacturers.

The price of Omny Cloud VDI will depend on the current version of Omny, the number of active licenses, their subscription option and the type of VM supported.

For more information on the configurations available in your region, the reseller program or custom development, feel free to [contact the team](#).

Services	Standard (named)	GPU (named)	All (concurrent)	omnyPod®	Omny Remote Access Protocol
Control Panel	Included	Included	Included		
VMs deployment & management	•	•	•		
Users & Teams management (access rights...)	•	•	•		
Images & Applications (remote admin.)	•	•	•		
API & Integrations (VPN, Active Directories...)	•	•	•		
Multi-cloud orchestrator and Hosts monitoring	•	•	•		
Virtual Networking Hub (LAN-like setups)	•	•	•		
Licenses & Billing	•	•	•		
GPU support	○	•	•		
Remote Access Protocol	Included	Included	Included	Included	Included
VM access	Dedicated	Dedicated	Floating	Both	Both
Adaptative Refresh mode	•	•	•	•	•
Multi-screen support	•	•	•	•	•
Access Apps (MacOS, Windows, Linux, Android)	•	•	•	•	•
Omny Cloud Global Support	Included	Included	Included	Included	Included
Ticketing (1h response delay, 12/5)	•	•	•	•	•
Online access to resources and trainings	•	•	•	•	•
Remote Support	•	•	•	•	•
Product updates & upgrades / omnyPod® replacements	•	•	•	•	•
Monthly subscription (€ / user / month)	12,90 €	15,90 €	21,90 €	11,90 €	4,90 €
Annual subscription (€ / user / year)	147,06 €	181,26 €	249,66 €	135,66 €	55,86 €
Payment terms	Annual, prepaid	Annual, prepaid	Annual, prepaid	Annual, prepaid	Annual, prepaid
Price per month (-5%)	12,26 €	15,11 €	20,81 €	11,31 €	4,66 €
3 year commitment (€ / user / 3 years)	371,52 €	457,92 €	630,72 €	342,72 €	141,12 €
Payment terms	Annual, prepaid	Annual, prepaid	Annual, prepaid	Annual, prepaid	Annual, prepaid
Price per month (-20%)	10,32 €	12,72 €	17,52 €	9,52 €	3,92 €
Perpetual					
Payment terms	Prepaid	Prepaid	Prepaid	NA	Prepaid
x100 pack (-2%)	20 227,20 €	24 931,20 €	34 339,20 €	- €	7 683,20 €
x250 pack (-5%)	49 020,00 €	60 420,00 €	83 220,00 €	- €	18 620,00 €
x500 pack (-12%)	90 816,00 €	111 936,00 €	154 176,00 €	- €	34 496,00 €
3 years of updates and upgrades access	•	•	•	○	•
+ Omny Cloud Global Support (€ / year / 100 users)	4 468,75 €	4 468,75 €	4 468,75 €	- €	4 062,50 €
Level 3 support - Direct line for critical issues (12/5)*	0,4 € / min.	0,4 € / min.	0,4 € / min.	0,4 € / min.	0,4 € / min.

*> 2 per month will be charged

Prices excl. VAT

Note: Support levels are referred to as:

0. **Level 0 (or Tier 0) – Self-help and user-retrieved information.** Users retrieve support information from web pages, documents sent by Omny Cloud and forums.
1. **Level 1 - Basic Help Desk.** Support for basic and known customers issues like usage or subscription problems. Low-level technical staff is required to solve those issues, following scripts. The scripts will be written by the support team from Omny Cloud, the Help Desk should be managed by the reseller.
2. **Level 2 - In-depth technical support.** Experienced technical team provide solutions to the issues that cannot be handled by Level 1. They will be trained for in-depth knowledge of the product by Omny Cloud technicians at the beginning of the reseller contract, and are managed by the reseller.
3. **Level 3 - Expert product and software service support.** Highest technical resources for unknown issues in the software layer and new feature creation. High level technician will duplicate the problems to define root causes using product designs, code or specifications. New fixes are then created by Tier 3 for the lower support levels. Omny Cloud is only accountable for this level of support when the issues are reported by the reseller through the appropriate mean (ticketing or direct line). When the root cause is identified, the Omny Cloud support team will fix the issue as quick as possible. Issues related to this level of support come directly from the elements designed by Omny Cloud for its VDI services.
4. **Level 4 - Support for issues related to hardware.** Support for items provided by the hardware manufacturer (servers and complementary hardware) or an external organization (datacenters housing), not serviced by Omny Cloud. This level of support is handled by the company accountable for the issue (e.g. the manufacturer for hardware failures, the Cloud provider for datacenters' housing failures).

CONTACTS

Omny Cloud
5 Parvis Alan Turing
75013 Paris, FRANCE
+33 1 84 60 84 42
www.omny.cloud

Félix Perreau
Co-founder & COO
felix@omny.cloud
+33 7 66 36 57 42

Augustin Gaillot
Co-founder & CEO
augustin@omny.cloud
+33 7 66 30 51 74