

Solution Type	Our Own Solution	Their Own Solution
Solution Name	vDesk.works	Shadow
CPU (vCores)	2 / 4 / 8 / 16 / 32 vCores and more / BYO	4 / 6 / 8 / 16 vCores
RAM	4 / 8 / 16 / 32 / 64 / 128 GB and more / BYO	12 / 16 / 32 GB
OS Drive	128 / 256 / 512 / 1024 GB and more / BYO	256 / 512 / 1024 GB and more
User Profile Disk (UPD)	25 / 50 / 100 GB and more	NA
Shared Storage	128 GB Included for above 50 Users	ADD-ON
Bandwidth	Un-Metered	Un-Metered
FEATURES	vDesk.works	Shadow
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server 2022	Windows 10 / Server 2019
Protocol	RDP	NA
Load Balancing	✓	NA
Application Publishing	✓	NA
Office Suite	Office 365, Office 2016/2019, Open Office / BYOL	BYOL
VDI (Single Session)	✓	✓
DaaS (Multi Session)	✓	✓
Printing Redirection	✓	✗
Users	Unlimited Users	NA
Sub Domain	Included with SSL	NA
Simplified Deployment	✓	✓
Storage Type	Included Enterprise SSD over RAID 10	SSD
SECURITY FEATURES	vDesk.works	Shadow
Active Directory Services	Free	NA
On-Prem Active Directory Sync	Free	NA
Multifactor Authentication	Mail MFA & Device Fingerprinting	Email MFA
Custom Lockdown Policies	✓	✓
Endpoint Protection	Webroot & Windows Defender	Windows Defender
Automatic Backup (Snapshots)	✓	✗
DNS Filtering	✓	NA
Dedicated Firewall	✓	NA
CLIENT PLATFORMS	vDesk.works	Shadow
Windows 7/8.x/10/11	✓	✓
Linux	✓	✓
MAC	✓	✓
IOS / Android	✓	✓
Chromebook	✓	✓
HTML5 based Web Browser	✓	✓
ON-DEMAND (NO EXTRA COST)	vDesk.works	Shadow
IPsec Site to Site VPN	Free	✗
IP based content filtering	✓	NA
Management console	Included for above 25 Users	NA
Environment Management	vDesk.works	NA
Technical Skill Required	No	No
Environment Setup	Included	Included
Fully Managed Support	Managed by vDesk.works	NA
Hidden Charges	No	No
TRIALS	vDesk.works	Shadow
Free Testing Account	Yes	No
Product Demo	Yes	No
Paid POC	Yes	No
TECHNICAL SUPPORT	vDesk.works	Shadow
Live Chat	✓	✗
Email Support	✓	✓
Ticketing Support	✓	✓
Phone Support	✓	✗
Remote Session Support	Free of Cost	✗
ADD-ON Services	vDesk.works	Shadow
Capture Screenshots	✓	✗
Capture Keystrokes	✓	✗
Capture Mouse clicks	✓	✗
Track Productivity	✓	✗
Capture Screen Video Recording	✓	✗