

Solution Type	Own Solution	Powered by Citrix & VMware
Solution Name	vDesk.works	Firstlight
CPU (vCores)	2 / 4 / 8 / 16 / 32 vCores and more / BYO	Custom
RAM	4 / 8 / 16 / 32 / 64 / 128 GB and more / BYO	Custom
OS Drive	128 / 256 / 512 / 1024 GB and more / BYO	Custom
User Profile Disk (UPD)	25 / 50 / 100 GB and more	Custom
Shared Storage	128 GB Included for above 50 Users	Custom
Bandwidth	Un-Metered	Metered / Un-Metered
FEATURES	vDesk.works	Firstlight
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server2022	Windows
Protocol	RDP	RDP
Load Balancing	✓	✓
Application Publishing	✓	N/A
Office Suite	Office 365, Office 2016 / 2019, Open Office / BYOL	BYOL
VDI (Single Session)	✓	✓
DaaS (Multi Session)	✓	✓
Printing Redirection	✓	✗
Users	Unlimited Users	N/A
Sub Domain	Included with SSL	✗
Simplified Deployment	✓	✓
Storage Type	Included Enterprise SSD over RAID 10	SSD (Flash)
SECURITY FEATURES	vDesk.works	Firstlight
Active Directory Services	Free	✓
On-Prem Active Directory Sync	Free	✓
Multifactor Authentication	Mail MFA & Device Fingerprinting	Dual Factor Authentication
Customized Lockdown Policies	✓	N/A
Endpoint Protection	Webroot & Windows Defender	Windows Defender
Automatic Backup (Snapshots)	✓	✓
DNS Filtering	✓	N/A
Dedicated Firewall	✓	✓
CLIENT PLATFORMS	vDesk.works	Firstlight
Windows 7 / 8.x / 10 / 11	✓	✗
Linux	✓	✗
MAC	✓	✗
iOS / Android	✓	✗
Chromebook	✓	✗
HTML5 Based Web Browser	✓	✗
ON DEMAND (NO EXTRA COST)	vDesk.works	Firstlight
Ipssec Site to Site VPN	Free	✗
IP Based Content Filtering	✓	✓
Management Console	Included for Above 25 Users	N/A
Environment Management	vDesk.works	N/A
Technical Skill Required	No	No
Environment Setup	Included	Included
Fully Managed Support	Managed by vDesk.works	Managed by Firstlight
Hidden Charges	No	No
TRIALS	vDesk.works	Firstlight
Free Testing Account	Yes	No
Product Demo	Yes	No
Paid POC	Yes	No
TECHNICAL SUPPORT	vDesk.works	Firstlight
Live Chat	✓	✗
Email Support	✓	✓
Ticketing Support	✓	✓
Phone Support	✓	✓
Remote Session Support	Free of Cost	✗
ADD-ON Services	vDesk.works	Firstlight
Capture Screenshots	✓	✗
Capture Keystrokes	✓	✗
Capture Mouse Clicks	✓	✗
Track Productivity	✓	✗
Capture Screen Video Recording	✓	✗

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