



Ace Cloud Hosting

CPU (vCores)	2/4/8/16/32 vCores and more	Custom / BYO
RAM	4/8/16/32/64/128 GB and more	Custom / BYO
OS Drive	128/256/512/1024 GB and more	Custom / BYO
User Profile Disk (UPD)	25/50/100 GB and more	Custom
Shared Storage	128 GB Included for above 50 Users	NA
Bandwidth	Un-Metered	Metered / Un-Metered

FEATURES

	vDesk.works	Ace Cloud Hosting
Operating System	Windows 10/Windows 11/Server 2016/Server 2019/Server 2022	NA
Protocol	RDP	RDP
Load Balancing	✓	✓
Application Publishing	✓	✓
Office Suite	Office 365, Office 2016 / 2019, Open Office / BYOL	NA
VDI (Single Session)	✓	✓
DaaS (Multi Session)	✓	✓
Printing Redirection	✓	✓
Users	Unlimited Users	✓
Sub Domain	Included with SSL	✗
Simplified Deployment	✓	✗
Storage Type	Included Enterprise SSD over RAID 10	HDD

SECURITY FEATURES

	vDesk.works	Ace Cloud Hosting
Active Directory Services	Free	✓
On-Prem Active Directory Sync	Free	✓
Multifactor Authentication	Mail MFA & Device Fingerprinting	✓
Custom Lockdown Policies	✓	✗
Endpoint Protection	Webroot & Windows Defender	NA
Automatic Backup (Snapshots)	✓	✓
DNS Filtering	✓	✓
Dedicated Firewall	✓	✓

CLIENT PLATFORMS

	vDesk.works	Ace Cloud Hosting
Windows 7 / 8.x / 10	✓	✓
Linux	✓	✓
MAC	✓	✓
iOS / Android	✓	✓
Chromebook	✓	✓
HTML5 Based Web Browser	✓	✓

ON DEMAND (NO EXTRA COST)

	vDesk.works	Ace Cloud Hosting
IPsec Site to Site VPN	Free	✗
IP Based Content Filtering	✓	✗
Management Console	Included for above 25 Users	✗
Environment Management	vDesk.works	Ace Cloud
Technical Skill Required	No	NA
Environment Setup	Included	Included
Fully Managed Support	Managed by vDesk.works	NA
Hidden Charges	No	NA

TRIALS

	vDesk.works	Ace Cloud Hosting
Free Testing Account	Yes	Yes
Product Demo	Yes	Yes
Paid POC	Yes	No

TECHNICAL SUPPORT

	vDesk.works	Ace Cloud Hosting
Live Chat	✓	✓
Email Support	✓	✓
Ticketing Support	✓	✗
Phone Support	✓	✓
Remote Session Support	Free of Cost	✗

ADD-ON Services

	vDesk.works	Ace Cloud Hosting
Capture Screenshots	✓	✗
Capture Keystrokes	✓	✗
Capture Mouse Clicks	✓	✗
Track Productivity	✓	✗
Capture Screen Video Recording	✓	✗