	vDesk.works	Boston HelpDesk
Solution Type	Own Solution	There Solution
Solution Name	vDesk.works	Boston HelpDesk
CPU (vCores)	2 / 4 / 8 / 16 / 32 vCores and more / BYOL	Custom
RAM	4 / 8 / 16 / 32 / 64 / 128 GB and more / BYOL	Custom
OS Drive	128 / 256 / 512 / 1024 GB and more / BYOL	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	Un-Metered

FEATURES	vDesk.works	Boston HelpDesk
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server 2022	Windows Server / Linux
Protocol	RDP	RDP / SSH
Load Balancing	✔	✔
Application Publishing	✔	N/A
Office Suite	Office 365, Office 2016 / 2019, Open Office / BYOL	Office 2016 / 2019, Office 365
VDI (Single Session)	✔	✔
DaaS (Multi Session)	✔	✔
Printing Redirection	✔	N/A
Users	Unlimited Users	✔
Sub Domain	Included with SSL	✖
Simplified Deployment	✔	✖
Storage Type	Included Enterprise SSD over RAID 10	Enterprise SSD

SECURITY FEATURES	vDesk.works	Boston HelpDesk
Active Directory Services	Free	✔
On-Prem Active Directory Sync	Free	✔
Multifactor Authentication	Mail MFA & Device Fingerprinting	✔
Custom Lockdown Policies	✔	N/A
Endpoint Protection	Webroot & Windows Defender	✔
Automatic Backup (Snapshots)	✔	✔
DNS Filtering	✔	✔
Dedicated Firewall	✔	✔

CLIENT PLATFORMS	vDesk.works	Boston HelpDesk
Windows 7 / 8.x / 10	✔	✔
Linux	✔	✔
MAC	✔	✔
IOS / Android	✔	✖
Chromebook	✔	✖
HTML5 Based Web Browser	✔	✖

ON DEMAND (NO EXTRA COST)	vDesk.works	Boston HelpDesk
IPsec Site to Site VPN	Free	N/A
IP Based Content Filtering	✔	✔
Management Console	Included for Above 25 Users	✔
Environment Management	vDesk.works	✔
Technical Skill Required	No	Yes
Environment Setup	Included	✔
Fully Managed Support	Managed by vDesk.works	✔
Hidden Charges	No	No

TRIALS	vDesk.works	Boston HelpDesk
Free Testing Account	Yes	No
Product Demo	Yes	Yes
Paid POC	Yes	No

TECHNICAL SUPPORT	vDesk.works	Boston HelpDesk
Live Chat	✔	✖
Email Support	✔	✔
Ticketing Support	✔	✔
Phone Support	✔	✔
Remote Session Support	Free of Cost	✔

ADD-ON SERVICES	vDesk.works	Boston Help Desk
Capture Screenshots	✔	✖
Capture Keystrokes	✔	✖
Capture Mouse Clicks	✔	✖
Track Productivity	✔	✖
Capture Screen Video Recording	✔	✖