

Solution Type	Own Solution	Own Solution
Solution Name	vDesk.works	Ericom Connect
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	N/A
Bandwidth	Un-Metered	N/A

FEATURES	vDesk.works	Ericom
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server 2022	Windows Server 2012 and Higher
Protocol	RDP	RDP
Load Balancing	✓	✓
Application Publishing	✓	✓
Office Suite	Office 365, Office 2016 / 2019, Open Office / BYOL	BYOL
VDI (Single Session)	✓	✗
DaaS (Multi Session)	✓	✓
Printing Redirection	✓	✓
Users	Unlimited Users	Unlimited Users
Sub Domain	Included with SSL	✗
Simplified Deployment	✓	✓
Storage Type	Included Enterprise SSD over RAID 10	Enterprise SSD

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

CLIENT PLATFORMS	vDesk.works	Ericom
Windows 7 / 8.x / 10	✓	✓
Linux	✓	✓
MAC	✓	✓
IOS / Android	✓	✓
Chromebook	✓	✓
HTML5 Based Web Browser	✓	✓

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

TRIALS	vDesk.works	Ericom
Free Testing Account	Yes	✓
Product Demo	Yes	✓
Paid POC	Yes	✗

TECHNICAL SUPPORT	vDesk.works	Ericom
Live Chat	✓	✗
Email Support	✓	✓
Ticketing Support	✓	✓
Phone Support	✓	✓
Remote Session Support	Free of Cost	✗

ADD-ON SERVICES	vDesk.works	Ericom
Capture Screenshots	✓	✗
Capture Keystrokes	✓	✗
Capture Mouse Clicks	✓	✗
Track Productivity	✓	✗
Capture Screen Video Recording	✓	✗

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