	vDesk.works	Silver Touch
Solution Type	Own Solution	Own Solution
Solution Name	vDesk.works	Silver Touch
CPU (vCores)	2 / 4 / 8 / 16 / 32 vCores and more / BYOL	2 / 4 / 8 vCores
RAM	4 / 8 / 16 / 32 / 64 / 128 GB and more / BYOL	4 / 8 / 12 GB
OS Drive	128 / 256 / 512 / 1024 GB and more / BYOL	N/A
User Profile Disk (UPD)	25 / 50 / 100 GB and more	N/A
Shared Storage	128 GB Included for above 50 Users	N/A
Bandwidth	Un-Metered	Un-Metered
FEATURES	**vDesk.works**	**Silver Touch**
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server 2022	Windows Server 2012
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	✔	N/A
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**	**Silver Touch**
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**	**Silver Touch**
Windows 7 / 8.x / 10	✔	✔
Linux	✔	✔
MAC	✔	✔
IOS / Android	✔	✔
Chromebook	✔	✔
HTML5 Based Web Browser	✔	✖
ON DEMAND (NO EXTRA COST)	**vDesk.works**	**Silver Touch**
IPsec Site to Site VPN	Free	N/A
IP Based Content Filtering	✔	N/A
Management Console	Included for Above 25 Users	✔
Environment Management	vDesk.works	Silver Touch
Technical Skill Required	No	No
Environment Setup	Included	Included
Fully Managed Support	Managed by vDesk.works	Managed by Silver Touch
Hidden Charges	No	No
TRIALS	**vDesk.works**	**Silver Touch**
Free Testing Account	Yes	Yes
Product Demo	Yes	Yes
Paid POC	Yes	✖
TECHNICAL SUPPORT	**vDesk.works**	**Silver Touch**
Live Chat	✔	✖
Email Support	✔	✔
Ticketing Support	✔	✖
Phone Support	✔	✔
Remote Session Support	Free of Cost	✔
ADD-ON SERVICES	**vDesk.works**	**Silver Touch**
Capture Screenshots	✔	✖
Capture Keystrokes	✔	✖
Capture Mouse Clicks	✔	✖
Track Productivity	✔	✖
Capture Screen Video Recording	✔	✖

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