

Solution Type	Own Solution	Own Solution
Solution Name	vDeskWorks	ISM Grid
CPU (vCores)	2 / 4 / 8 / 16 / 32 vCores and more / BYOL	Custom / BYOL
RAM	4 / 8 / 16 / 32 / 64 / 128 GB and more / BYOL	Custom / BYOL
OS Drive	128 / 256 / 512 / 1024 GB and more / BYOL	Custom / BYOL
User Profile Disk (UPD)	25 / 50 / 100 GB and more	25 / 50 / 100 GB and more
Shared Storage	128 GB Included for above 50 Users	✗
Bandwidth	Un-Metered	Metered
FEATURES	vDeskWorks	ISM Grid
Operating System	Windows 10 / Windows 11 / Server 2016 / Server 2019 / Server 2022 / Server 2025	Windows 10 / Windows 11
Protocol	RDP	RDP
Load Balancing	✓	✗
Application Publishing	✓	✓
Office Suite	Office 365, Office 2016 / 2019, Open Office / BYOL	N/A
VDI (Single Session)	✓	✓
DaaS (Multi Session)	✓	✓
Printing Redirection	✓	✓
Users	Unlimited Users	Limited
Sub Domain	Included with SSL	✗
Simplified Deployment	✓	✓
Storage Type	Included Enterprise SSD over RAID 10	N/A
SECURITY FEATURES	vDeskWorks	ISM Grid
Active Directory Services	Free	✓
On-Prem Active Directory Sync	Free	✓
Multifactor Authentication	Mail MFA & Device Fingerprinting	✓
Custom Lockdown Policies	✓	✓
Endpoint Protection	Webroot & Windows Defender	Windows Defender
Automatic Backup (Snapshots)	✓	✓
DNS Filtering	✓	✗
Dedicated Firewall	✓	Extra Cost
CLIENT PLATFORMS	vDeskWorks	ISM Grid
Windows 7 / 8.x / 10	✓	✓
Linux	✓	✗
MAC	✓	✓
IOS / Android	✓	✓
Chromebook	✓	✗
HTML5 Based Web Browser	✓	✓
ON DEMAND (NO EXTRA COST)	vDeskWorks	ISM Grid
IPsec Site to Site VPN	Free	✓
IP Based Content Filtering	✓	N/A
Management Console	Included for Above 25 Users	✓
Environment Management	vDeskWorks	ISM Grid
Technical Skill Required	No	No
Environment Setup	Included	Included
Fully Managed Support	Managed by vDeskWorks	Managed by ISM Grid
Hidden Charges	No	No
TRIALS	vDeskWorks	ISM Grid
Free Testing Account	Yes	N/A
Product Demo	Yes	Yes
Paid POC	Yes	Yes
TECHNICAL SUPPORT	vDeskWorks	ISM Grid
Live Chat	✓	✓
Email Support	✓	✓
Ticketing Support	✓	✗
Phone Support	✓	✓
Remote Session Support	Free of Cost	✗
ADD-ON SERVICES	vDeskWorks	ISM Grid
Capture Screenshots	✓	✗
Capture Keystrokes	✓	✗
Capture Mouse Clicks	✓	✗
Track Productivity	✓	✗
Capture Screen Video Recording	✓	✗

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