DAAS PROVIDER EVALUATION CHECKLIST:
DIZZION EDITION

See how Dizzion stacks up against our popular *DaaS Provider Evaluation Checklist* designed to help you evaluate your virtual desktop needs and vet potential DaaS providers.

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Dizzion created the *DaaS Provider Evaluation Checklist* to help organizations researching desktop as a service (DaaS) get a better understanding of what they should be evaluating, the questions they should be asking and to give them a real-world, hands-on tool to use to make the information gathering process easier.

While you'll still need to customize the Checklist Template for your unique deployment needs (such as documenting your required RAM, CPUs, deployment methods and other particulars) Dizzion wanted to make it easy to fill in the Checklist with answers about our solution.

Here's how Dizzion addresses each aspect of the *DaaS Provider Evaluation Checklist* to help you easily evaluate our fully managed offering at a high level.

(You can download a fresh copy of the template from the sidebar.)

DOWNLOAD CHECKLIST TEMPLATE

Infrastructure

____ Our required delivery platform (cloud or on-premises) is supported.

> *Dizzion offers cloud hosted virtual desktops.*

____ Supported on our required endpoint(s).

> *Dizzion's virtual desktops are compatible with a range of endpoints, including PCs, Macs, tablets, thin clients, etc.*
>
> *Dizzion also offers a line of fully managed endpoint solutions, known as the Dizzion zLink suite.*

____ Our desired desktop configuration (persistent or non-persistent) is supported.

> *Dizzion provides both persistent and non-persistent virtual desktop options.*

____ Non-persistent desktops are wiped at the end of each session.

> *Yes — you can opt to have your Dizzion non-persistent desktops present a clean environment with each login.*

____ Dedicated resource management per desktop (rather than shared RAM/CPU pool).

Each Dizzion cloud delivered desktop receives dedicated resources at the level of your contract. This helps ensure a high performance experience for each and every user regardless of current network demand.

Desktop Type	vCPUs	Memory (GB)
Prime	1	2
Pro	2	4
Power	4	6
Power+	Custom	Custom

____ Meets our minimum RAM/CPU needs.

Dizzion offers several options to meet your particular needs.

____ Solid state storage meets our required IOPs per desktop.

Dizzion's proprietary solid state storage platform and orchestration provides roughly 500,000 IOPs per POD deployment, amounting to an industry-leading 250-500 IOPs per desktop.

Desktop Type	Storage*
Prime	5GB
Pro	5GB
Power	10GB
Power+	Custom

Storage is in addition to 35GB reserved for OS and Patching

____ Meets our minimum GPU needs.

Dizzion can support GPUs and will suggest a solution after evaluating your specific needs.

____ Meets our uptime requirements with a high availability offering.

Dizzion's infrastructure is designed and built specifically to deliver and support high performance, fast virtual desktops at large scale. We're so confident that we offer a 99.99% SLA for desktop availability.

____ Disaster recovery option(s) available.

Dizzion offers two levels of Disaster Recovery with different response parameter options to meet your needs. Dizzion has data center locations around the world to meet DR and redundancy demands.

Service Management	Warm-Hot	Hot-Hot
RPO	48 hours	24 hours
RTO	24 hours	1 hour

Features

____ Custom golden image provided.

Dizzion works with each client to create customized Golden Images built for your use cases. Each GI is pre-tuned to be used in a VDI environment.

You'll have access to all of your Golden Images to install any desired third party applications. Dizzion will then fine tune each GI so that it is optimal for use.

____ Ability to quickly scale with need.

Dizzion is designed to help you scale quickly and easily. If need increases or decreases, simply contact your Account Rep to work our the details.

____ Secure endpoint devices available.

Dizzion offers several secure endpoint solutions that allow you to outsource endpoint management.

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____ Application virtualization/streaming available.

In additional to cloud delivered desktops, Dizzion also offers Application Streaming solutions (and other end user computing services).

____ Ability to stream HD video & video conferencing.

Dizzion's high performance virtual desktops easily support HD video streaming and video conferencing.

____ Supports softphone integration.

Dizzion's virtual desktops are compatible with softphone integrations, including but not limited to providers such as Genesys, Avaya, InContact and Five9.

____ Supports single sign-on or integrates with Active Directory.

SSO is available through AD integration with Dizzion's solutions.

____ Supports multi-factor authentication.

Dizzion offers a multi-factor authentication solution, but customers are not required to use it. Customers can also opt to bring their own MFA.

____ Antivirus/Antimalware included.

Antivirus and antimalware are included and maintained as part of Dizzion's fully-managed DaaS solution. We run Trend Micro Deep Security on every desktop we deliver.

____ Offers a centralized management and monitoring portal.

Every customer gets access to a custom Dizzion Control Center, which offers robust management, monitoring and business insights features.

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____ Ability to dive into individual user environments to identify issues.

Through the Business Insights feature of Dizzion Control Center, customers are able to see how their environment overall is performing and dive deep into individual user experiences to pinpoint the exact root cause of issues.

____ Provides KPI dashboards.

Dizzion Control Center is designed for help desk, business manager and executive use. Dashboards can be customized to surface the KPIs and metrics that are most important to each user.

____ Tracks historical usage data for trend analysis.

Dizzion Control Center stores 12 months of archival data and provides pre-built reports that make it easy for clients to analyze usage trends, predict future need and identify areas for optimization.

Security & Compliance

____ End user connection encrypted.

The end user connection is always encrypted when connecting to Dizzion's cloud delivered desktops.

____ End user controls available.

More than 100 user control options are supported within Dizzion's virtual desktops.

Examples of controls include the ability to restrict or disallow printing, screen capture, copy/paste, USB drive access, external saving, etc.

____ Supports Group Policy Objects settings.

Assuming you have Active Directory that is integrated with your Dizzion services: You control the user account and associated GPO controls while Dizzion controls the computer account and associated GPO controls. Both GPOs are applied to the desktop.

____ Features end-point validation.

Dizzion offers end point validation as an additional service.

____ PCI compliant.

Dizzion's virtual desktop solution is independently audited and verified as PCI DSS compliant by Coalfire, cyber risk management advisors and PCI Qualified Security Assessors.

Dizzion announced its solution's PCI DSS compliant designation in 2016.

____ HIPAA compliant.

Dizzion's virtual desktop solution is independently audited and verified as HIPAA HITECH compliant by Coalfire, cyber risk management advisors.

Dizzion announced its solution's HIPAA HITECH compliant designation in 2016.

____ Holds additional required compliance certifications.

If you are concerned about additional compliance standards, please discuss your needs directly with Dizzion. Security is a cornerstone of Dizzion's approach and we take compliance requirements very seriously.

____ Provider will sign a Business Associate Agreement (BAA).

Dizzion will provide and sign a BAA as part of our HIPAA compliant service offering.

Support

____ Service Level Agreement (SLA) meets our requirements.

Dizzion has a 99.99% SLA for desktop availability.

____ Dedicated support rep assigned.

As part of DIzzion's fully managed services you'll receive a dedicated account team that includes assigned client services, engineering and project management resources as well as direct contact information for your entire team.

____ 24x7x365 support available.

Dizzion has 24x7x365 Tier 2 and Tier 3 support available from experienced desktop engineers who are full-time members of the Dizzion team.

____ Online help resources available.

Because each deployment is so unique, Dizzion prefers to handle any help or troubleshooting requests on a 1:1 basis for the best outcomes. As such, we do not have a self-serve online help library.

____ Data migration included.

Dizzion is happy to assist with data migration if needed.

____ Application management provided.

Dizzion does not offer application management at this time.

____ Application packaging available.

Dizzion does not offer application packaging at this time.

____ Identity management provided.

Dizzion will assist with Identity Management, however, the majority of our customers have Active Directory that can integrate with Dizzion for this need.

____ Patching provided.

Desktop patching is included as part of Dizzion's fully managed services.

____ License management provided.

Dizzion can provide the licensing for Microsoft Operating Systems and Microsoft Office via our Service Provider Licensing Agreement (SPLA). The customer is responsible for all other licensing and licensing management needs.

ABOUT DIZZION

Established in 2011, Dizzion, Inc. is a global provider of end-user computing services, including cloud-delivered Desktops as a Service (DaaS), paired with complementary offerings like secure endpoints, application delivery and storage. The company is delivering the next generation of virtual desktop solutions to meet the demands of a remote global workforce in industries with stringent security and compliance needs, including business process outsourcing, financial services, healthcare and insurance. Dizzion's mission is to enable users to securely access applications and data from any device, anywhere increasing mobility and productivity. To learn more about Dizzion, visit **www.dizzion.com**.

Learn more about Dizzion's desktop-as-a-service solutions.

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