

12 Questions for Assessing Desktop Virtualization Service Providers



- 1.** What kind of delivery options are available?
- 2.** Are the desktops dedicated on a 1:1 basis or is it a one virtual desktop/virtual server to many configuration?
- 3.** How does my data stay separate from other customers?
- 4.** Do my users need to remember another username and password to access their virtual desktop?
- 5.** How much bandwidth do my end users need? Does the solution come with bandwidth or are there additional charges?
- 6.** My organization requires multi-factor authentication (MFA), how do we continue using this service?
- 7.** Do your virtual desktops support softphone and HD video?
- 8.** What compliance practices do you adhere to? Do you offer compliant service packages?
- 9.** How does Microsoft licensing work? Are you able to offer Microsoft licensing?
- 10.** What kind of storage is used for the VDI?
- 11.** Is there a backup and recovery feature? Do you offer Disaster Recovery options?
- 12.** Do you handle anti-malware and anti-virus?