



The Simple DaaS Choice. Now in the Gartner® Magic Quadrant™

A fully managed solution to simplify and consolidate your remote access infrastructure. We seamlessly unify VDI, ZTNA, and MFA into a single, scalable platform for a secure and productive workforce.



Accops DaaS Overview

Accops DaaS is a managed, turnkey cloud-hosted solution that provides secure and seamless remote access to virtual workspaces from any device, anytime, anywhere. This robust, subscription-based platform simplifies provisioning and management with built-in security features without compromising the user experience.

Key differentiating factor of Accops DaaS is that it unifies Zero Trust Network Access (ZTNA), Multi-Factor Authentication (MFA), VDI brokering, data protection and UX monitoring on a single, cohesive platform. This integrated architecture allows you to seamlessly enforce Zero Trust principles for your remote access needs, delivering complete peace of mind to IT and the business in today's evolving threat landscape.

Customers are also provided with flexible deployment and configuration options, which include, but are not limited to, selecting VDI compute based on different user personas, integrations with identity solutions (like AD, Entra ID) as well as choice of operating systems (Windows/Linux) for their deployments. The solution also takes away overheads on the IT team in deploying, managing and refreshing the underlying infrastructure for VDI deployments by providing cloud based hosting which enables quick turnarounds in terms of initial provisioning and subsequent scale-up and scale-down requirements.

Key Benefits

- **Zero Trust Architecture:** Context-aware security with device posture validation, advanced MFA, and data loss prevention
- **Zero CapEx Model:** Pay-as-you-go consumption pricing eliminates infrastructure investments
- **Operational Efficiency:** Reduces IT support tickets and consolidates multiple security solutions

Key Use Cases addressed by Accops DaaS

- Enabling and securing Remote/hybrid work for employees
- Enabling and securing Contractor security,
- Transition to BYOD model for endpoint devices without compromising security and thus avoiding CAPEX of PC/Laptop purchase,
- Meet regulatory compliance requirements
- On-demand scaling based on business demand
- Centralize end-user computing and optimize operations in terms of endpoint device patching, software distribution, security, and yearly refreshes, among other areas.

Deployment Models

| Multi-Tenant Control Plane | Dedicated Control Plane |
|--|---|
| Fully managed, standardized VDI catalogues | Complete customer control and customization |
| Accops-managed policies and infrastructure | Custom integration with existing infrastructure |
| Accops-managed tenant | Deployed in a customer or Accops-managed tenant |

Security & Access Controls

Device Posture Validation

- IP address and MAC address verification
- Antivirus and Windows Update status
- Tamper-proof device fingerprinting

Multi-Factor Authentication

- Mobile authenticator apps, SMS/Email, Push notifications
- Passwordless login, FIDO keys, and Biometric authentication
- Third-party MFA provider integration

Data Loss Prevention

- Screenshot/screen sharing blocking
- Upload/download controls (bidirectional and unidirectional)
- Copy/paste restrictions (bidirectional and unidirectional)
- Session and device-level watermarks
- Kiosk mode, USB/printing restrictions
- User session recording

Technical Specifications

Supported Protocols

- **Microsoft RemoteFx** - Standard user personas
- **xRDP** - Linux virtual desktops
- **PCoIP** - Graphics-intensive applications

Supported Platforms

- Azure (including Jio Azure regions)
- AWS
- Oracle Cloud Infrastructure (OCI)
- Multi-cloud and multi-region deployments
- On-premise hypervisor integration: Hyper-V/SCVMM, VMware ESXi/vCenter, Nutanix AHV, Proxmox, RedHat OpenStack

Virtual Desktop Types

- Dedicated Virtual Desktops
- Shared Hosted Virtual Desktops
- Floating Virtual Desktops
- Virtual Applications

Operating System Support

VDI Host OS

| Windows Personal | Windows Pooled/Apps | Linux Personal | Linux Pooled/Apps |
|----------------------------------|---------------------------------------|----------------------------|------------------------|
| Windows 11/10 | Windows Server 2025/2022/2019/2016 | Xubuntu 20.04, RHEL 7.9 | Xubuntu 24.04/22.04 |
| Windows Server 2022/2019/2016 | | | |

Client Device Support

| Desktop/Laptop | Mobile | Thin Client |
|---|---------|-------------------|
| Windows 10/11 (Enterprise/Pro/Home) | iOS | Windows 10/11 IoT |
| Linux (Ubuntu 24.04/22.04/20.04) | Android | Accops HyDesk OS |
| macOS (Sequoia/Sonoma/Ventura/Monterey) | | Accops Nano OS |
| HTML5 browser | | |

VDI Configuration Catalogue

Personal/Dedicated Desktops

| Type | Compute | Storage | Usage Hours/Month | OS |
|---------------|---------------------------|------------------------------|-------------------|---------------|
| Light | 2vCPU, 8GB RAM | 128GB OS Disk + 10GB profile | 200 | Windows/Linux |
| Medium | 4vCPU, 16GB RAM | 128GB OS Disk + 25GB profile | 200 | Windows/Linux |
| Heavy | 8vCPU, 32GB RAM | 128GB OS Disk + 50GB profile | 200 | Windows/Linux |
| GPU Optimized | 4vCPU, 28GB RAM, 16GB GPU | 128GB OS Disk + 50GB profile | 200 | Windows 11 |

Shared Hosted Desktops/Virtual Apps

| Type | User Density | Compute | Storage | Usage Hours/Month | OS |
|--------|--------------|--------------------|------------------------------|-------------------|---------------|
| Light | 15 users/VM | 8vCPU, 32/64GB RAM | 128GB OS Disk + 10GB profile | 275 | Windows/Linux |
| Medium | 10 users/VM | 8vCPU, 32/64GB RAM | 128GB OS Disk + 25GB profile | 275 | Windows/Linux |
| Heavy | 5 users/VM | 8vCPU, 32/64GB RAM | 128GB OS Disk + 50GB profile | 275 | Windows/Linux |

The configurations provided are part of the standard catalogue and can be customized based on customer-specific requirements.

Connectivity Options

Customer Data Centre Integration

- **Accops Cloud Connector** - Software appliance to be deployed in the customer's premises/site
- **IPSec VPN Gateway**
- **Direct Link** - Express Route/Direct Connect

Identity Integration

- **Bring Your Identity** - AD, LDAP, Azure AD, Google Workspace, and other SAML-supported directory services
- **Accops Managed Identity** - Managed Active Directory service

Peripheral Redirection

- Keyboard
- Mouse
- Webcam
- Microphone
- Digital tokens
- USB devices
- Printers/Scanners

Support Service

The following support channels are available to customers

- Email
- Phone
- Web

The SLA for support services is provided below:

| Priority | Response time target | Resolution time target |
|----------|----------------------|------------------------|
| P1 | 30 minutes | 4 hours |
| P2 | 1 Hour | 8 hours |
| P3 | 2 hours | 24 hours |

The definition of priorities is as follows

- **P1:** The Entire service is down/business is impacted
- **P2:** Multiple users impacted
- **P3:** Single user impacted

Licensing Editions

Accops DaaS is available in two editions. Details are provided below.

| Feature | Silver Edition | Gold Edition | Business Impact |
|---|----------------|----------------|---|
| Core Infrastructure | | | |
| Dedicated & Shared Virtual Desktops | ✓ | ✓ | Foundation for any VDI deployment |
| Windows/Linux OS support | ✓ | ✓ | Cross-platform compatibility |
| OS Customization & Auto-Provisioning | ✓ | ✓ | Reduces deployment time and IT overhead |
| Performance & Graphics | | | |
| GPU-Optimized Desktops | ✗ | ✓ ¹ | Essential for CAD, video editing, and data visualization |
| Mobility & Access | | | |
| Mobile Access (iOS/Android) | ✗ | ✓ | Enables BYOD and remote workforce |
| Virtual Applications & Session-Based Publishing | ✓ | ✓ | Application delivery without a full-fledged desktop |
| Enterprise Features | | | |
| Multi-Cloud & Hybrid Deployments | ✗ | ✓ | Prevents vendor lock-in, enables DR strategies |
| UX Monitoring & Session Analytics | ✗ | Add-on | Performance optimization and troubleshooting |
| Session Recording & Forensics | ✗ | ✓ ² | Compliance and security incident investigation |
| Security & Control | | | |
| USB/Clipboard/Peripheral Controls | Limited | Full | Data loss prevention and security policy enforcement |
| Kiosk Mode | ✗ | ✓ | Secure public access and IP protection |
| Watermarking | ✗ | ✓ | |
| Device Posture Validation | ✗ | ✓ | Zero-trust endpoint security |
| Connectivity options to the customer DC | | | |
| Outbound connectivity using the Accops Connector VM deployed on the customer's premises | ✓ | ✓ | Secure outbound access over the internet initiated from the Accops connector to the cloud. No inbound ports to be opened. |
| Use a cloud-native IPSec VPN gateway to connect with the customer Firewall | ✓ | ✓ | Connectivity using customer firewall/VPN gateway to cloud over the internet |
| Direct link (Express Route/Direct Connect) to customer premises | ✓ | ✓ | Private and dedicated high-speed fiber link between the cloud and the customer premises |
| | ✓ | ✓ | |
| User Identity | | | |
| Accops managed identity | ✓ | ✓ | |
| Bring your own identity (AD, Azure AD, or other SAML-supported directory services) | ✓ | ✓ | |

¹ Additional PCoIP license to be considered based on user workload requirement

² Additional storage cost will be applicable based on session recording/retention requirements

DaaS licenses are available in the Named user model with monthly, yearly, or multi-year commitment durations.

Add-On Services

- Web content filtering within VDI
- Advanced USB-based printer/scanner redirection using Universal Driver
- PCoIP protocol for high graphics rendering
- UX & performance monitoring dashboards

Key Benefits

- **Consolidation of multiple existing remote access and security solutions** - Replaces multiple VDI, VPN, MFA, and monitoring solutions
- **Zero CapEx Model** - True pay-as-you-go consumption pricing
- **Contextual Security** - Zero Trust access with policy-based controls
- **Cost Optimization** - Built-in power management and usage-based scaling
- **Customizable Platform** - In-house development enables custom feature development

Accops DaaS is a turnkey virtual workspace with Zero Trust Network Access, VDI brokering, multi-factor authentication, and UX monitoring in a consumption-based model. This solution is designed to deliver a consolidated security platform management, predictable consumption-based costs, an enhanced compliance posture, and simplified endpoint management, providing measurable business value with streamlined technical implementation.

Eliminate CapEx, consolidate security, and simplify IT management.

[Request a live demo and custom cost analysis. Write to contact@accops.com.](mailto:contact@accops.com)