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Desktop as a Service (DaaS)

Desktop as a service (DaaS) has been presented as the scalable and secure solution for an increasingly remote workforce. Is DaaS living up to the hype and advancing as needed?

One-Minute Insights:

- Tech leaders most commonly use Azure Virtual Desktop as their DaaS tool
- Respondents chose DaaS over virtual desktop infrastructure (VDI) due to skill gaps on their IT team
- Tech leaders are largely satisfied with the scalability of DaaS
- Respondents have experienced adoption/deployment challenges involving the security of data in the cloud
- Improved end-user experience for remote staff is a key benefit of DaaS

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Data collection: Aug 4 - Dec 20, 2022 | Respondents: 200 IT, engineering and infosec leaders

Many tech leaders use DaaS as their sole virtualization tool, and they choose Azure Virtual Desktop over other options

Most (63%) respondents use DaaS as their **sole virtualization solution** for their remote staff.

Is DaaS your sole virtualization solution for remote workers? (i.e., not using VDI, VPN or other solutions)

n = 200





Azure Virtual Desktop is the **most commonly** used DaaS tool (62%), followed by Citrix DaaS (46%) and VMware Horizon Cloud (38%).

Which DaaS tool(s) does your organization use?

Accops HyWorks **11%**, TruGrid SecureRDP **6%**, Other **0%**

n = 200

> **"[Desktop as a service] is an interesting & emerging market space."**
>
> - Director, educational industry, 1,000 - 5,000 employees

Tech leaders adopted DaaS over other virtualization solutions due to skill gaps, and they consider company reputation when choosing a vendor

More than half (54%) of respondents **adopted** DaaS because **IT lacked the skills to manage a VDI solution**. Supporting remote work as a result of the pandemic (43%) and improving security for remote workers (40%) were also common reasons.



Replace our VDI solution **34%**, Improve scalability and flexibility of remote work enablement **24%**, Accommodate BYOD initiatives **19%**, Free up IT resources (i.e., DaaS handles end-user management and support) **11%**, Other **1%**

n = 200

51%

of respondents considered **company reputation** when **choosing** their DaaS vendor. They also weighed ongoing management assistance (45%) and costs (41%) as important factors.



What factors are most important to you when considering DaaS vendors?

End-user support **33%**, Access on multiple device types (mobile, tablet, etc.) **29%**, Security measures **21%**, Regulatory compliance **16%**, Unified experience on all devices **16%**, None of these **1%**, Other **0%**

n = 200

> **"Communications capabilities strongly determine DaaS success."**
>
> - VP, utilities industry, 1,000 - 5,000 employees

Tech leaders are satisfied with the scalability of DaaS but have concerns about costs

Respondents were most **satisfied** with the **scalability** of DaaS in their organization (68%). They were most **dissatisfied** with the **costs** (24%).



n = 200

> **"DaaS eliminates the need to purchase and maintain physical hardware, while still providing the same user experience. DaaS solutions also reduce IT costs since they don't require the same level of hardware maintenance and support as traditional desktops."**
>
> - Director, software industry, <1,001 employees

Tech leaders see the end-user experience for remote workers as a key benefit of DaaS, but potential security issues can be a barrier to adoption and deployment

The **most common benefit** of DaaS for respondents is the improved **end-user experience for remote staff (57%)**, followed by the reduced burden on IT (56%) and better flexibility for changes in their remote workforce (54%).



What benefits of DaaS have you seen in your organization?

Reduced upfront costs **35%**, Improved backup and disaster recovery capabilities **23%**, None of these **0%**, Other **0%**

n = 200

The **most commonly identified challenge** with DaaS adoption and deployment is **security issues with data in the cloud (46%)**. Problems with regulatory compliance (45%) and issues integrating with non-cloud infrastructure and/or data (45%) also present barriers to DaaS.



n = 200

Lack of customizability **30%**, Performance issues **19%**, Poor end-user experience **17%**, Vendor support **13%**, End users not using DaaS **10%**, Executive buy-in **7%**, None of these **1%**, Other **0%**

> **"[DaaS offers a] better experience as compared to VDI."**
>
> - VP, manufacturing industry, 10,000+ employees

> **"If deployed properly, [DaaS] can save so much time and labor."**
>
> - Director, healthcare industry, <1,001 employees

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Respondent Breakdown



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Source: Gartner Peer Community, Desktop as a Service (DaaS) survey

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