

Critical Capabilities for Desktop as a Service

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Initiatives: Delivery of Functional Responsibilities

Desktop as a service provides secure remote access to corporate applications, desktops, and data from any location and using any device, and is expanding beyond end users to now include AI agents. Heads of I&O should use this research to determine which DaaS offering best meets their needs.

This Critical Capabilities is related to other research:

[Magic Quadrant for Desktop as a Service](#)

[View All Magic Quadrants and Critical Capabilities](#)

Overview

Key Findings

- Interest in desktop as a service (DaaS) is growing slowly. The market's 2026 to 2030 compound annual growth rate is forecast at approximately 4%, whereas revenue growth in the on-premises virtual desktop infrastructure market has remained flat, with actual user counts declining.
- While DaaS can be less expensive than on-premises virtual desktop infrastructure (VDI) and physical PCs, clients find managing DaaS costs difficult in consumption-based billing models, as their pay-per-use consumption costs can vary significantly.
- DaaS removes some of the operational complexity of virtual desktops, but it can introduce other challenges (e.g., variable costs, limited configuration flexibility, network complexity).
- DaaS vendors now offer AI functionality, but capabilities vary in their support for AI agent workloads and AI assistance for administrators and end users.
- Compared to physical PCs, DaaS is a premium offering from a capital expenditure (capex) perspective.

Recommendations

- Ensure the effectiveness of DaaS by segmenting requirements according to the use cases identified in this research and selecting a vendor that best aligns with your organization's most relevant use cases.
- Optimize costs by leveraging vendor capabilities to rightsize virtual machines (VMs), optimizing user density and power management. Consider additional tools, such as DaaS optimization tools, to provide ongoing cost optimization and automation.
- Transform operations and minimize labor through vendor-managed DaaS when the granular control of self-assembled DaaS is not required.
- Leaders should focus on DaaS justifications that solve problems where distributed physical PCs introduce risk, cost, or unsustainable management efforts.

What You Need to Know

Desktop as a service solutions deliver cloud-based virtual desktops, with varying levels of services, which include:

- **Self-assembled DaaS:** In self-assembled DaaS services, the client selects a cloud-based virtualization broker and integrates it with a customer-defined infrastructure as a service (IaaS).
- **Vendor-assembled DaaS:** Vendor-assembled DaaS services incorporate a cloud-based virtualization broker integrated with a cloud infrastructure. The vendor is responsible for orchestrating all infrastructure services that support the virtual desktops.
- **Vendor-managed DaaS:** Vendor-managed DaaS services provide clients with a virtualization platform, cloud infrastructure, and virtual desktop management.

Half of the DaaS vendors in this research were originally VDI software vendors, and several of them continue to support on-premises VDI deployments. To further address organizations seeking DaaS to manage costs, this research includes a new use case: cost optimization. Overall, vendors have improved their offerings as the market continues to mature.

DaaS vendors have added AI functionality ranging from support for AI agents running in virtual desktops to assisting administrators in debugging issues and automatically configuring environments to optimize costs.

End-user services and digital workplace leaders should use this research to understand the key use cases and capabilities of DaaS offerings and evaluate vendors based on their ability to meet organizational requirements. They should also assess each vendor's product roadmap to ensure alignment with their long-term business strategy and goals (see the companion [Magic Quadrant for Desktop as a Service](#)).

Critical Capabilities research differs from Magic Quadrant research by focusing less on overall vendor positioning in a specific market. Instead, it emphasizes how tools align with and support an enterprise's top priorities, requirements, and use cases. Gartner recommends that you use the interactive version of this research to adjust the weightings to reflect your unique needs. Our analysis synthesizes vendor-provided product information, demonstrable and broadly available functionality as of 4 June 2026, and feedback gathered from Gartner client interactions during the previous 12 months.

Analysis

Critical Capabilities Use-Case Graphics

Figure 1: Vendors' Product Scores for the Cost Optimization Use Case

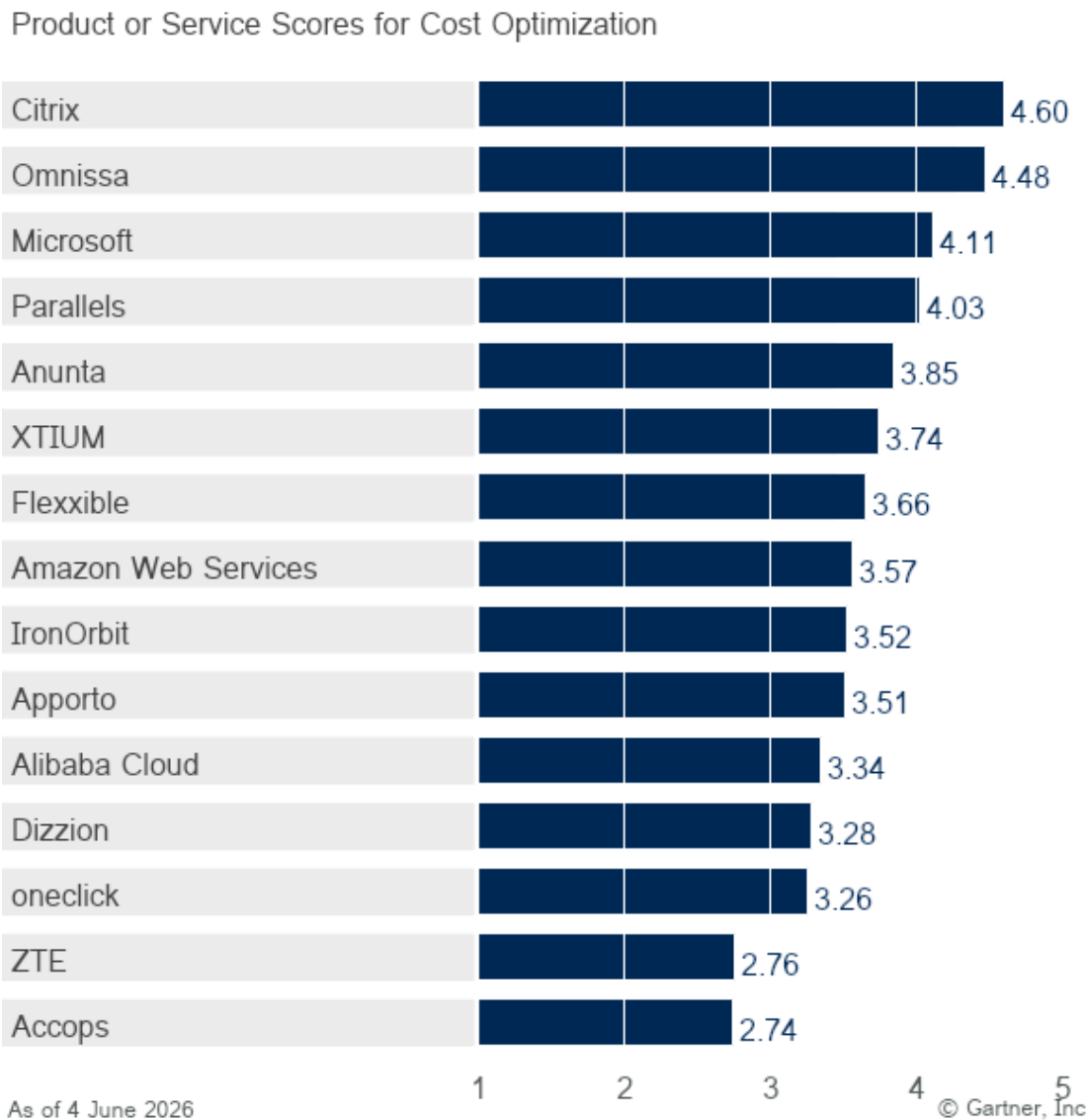
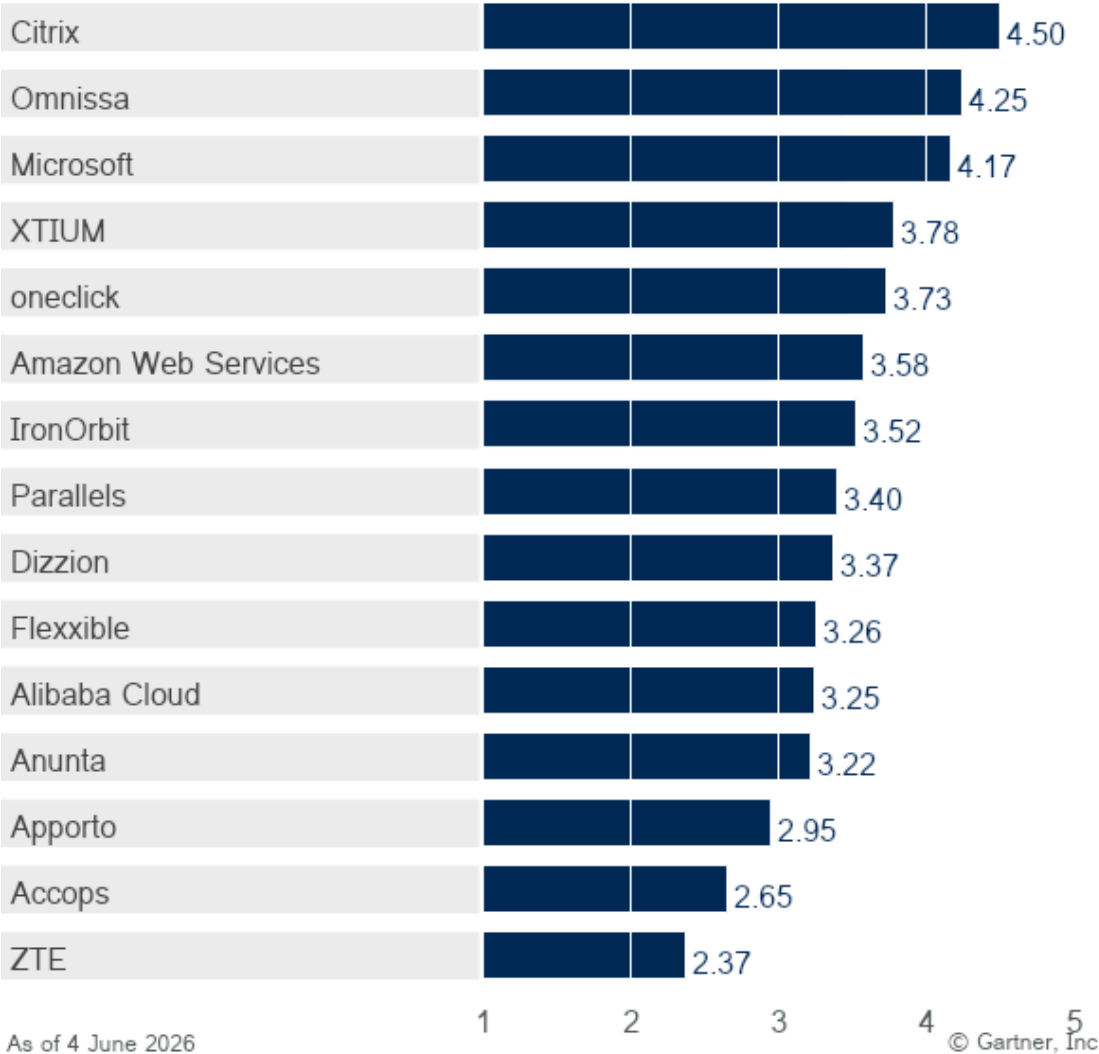


Figure 2: Vendors' Product Scores for the High Security and Compliance Use Case

Product or Service Scores for High Security and Compliance



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Figure 3: Vendors' Product Scores for the High Performance Use Case

Product or Service Scores for High Performance

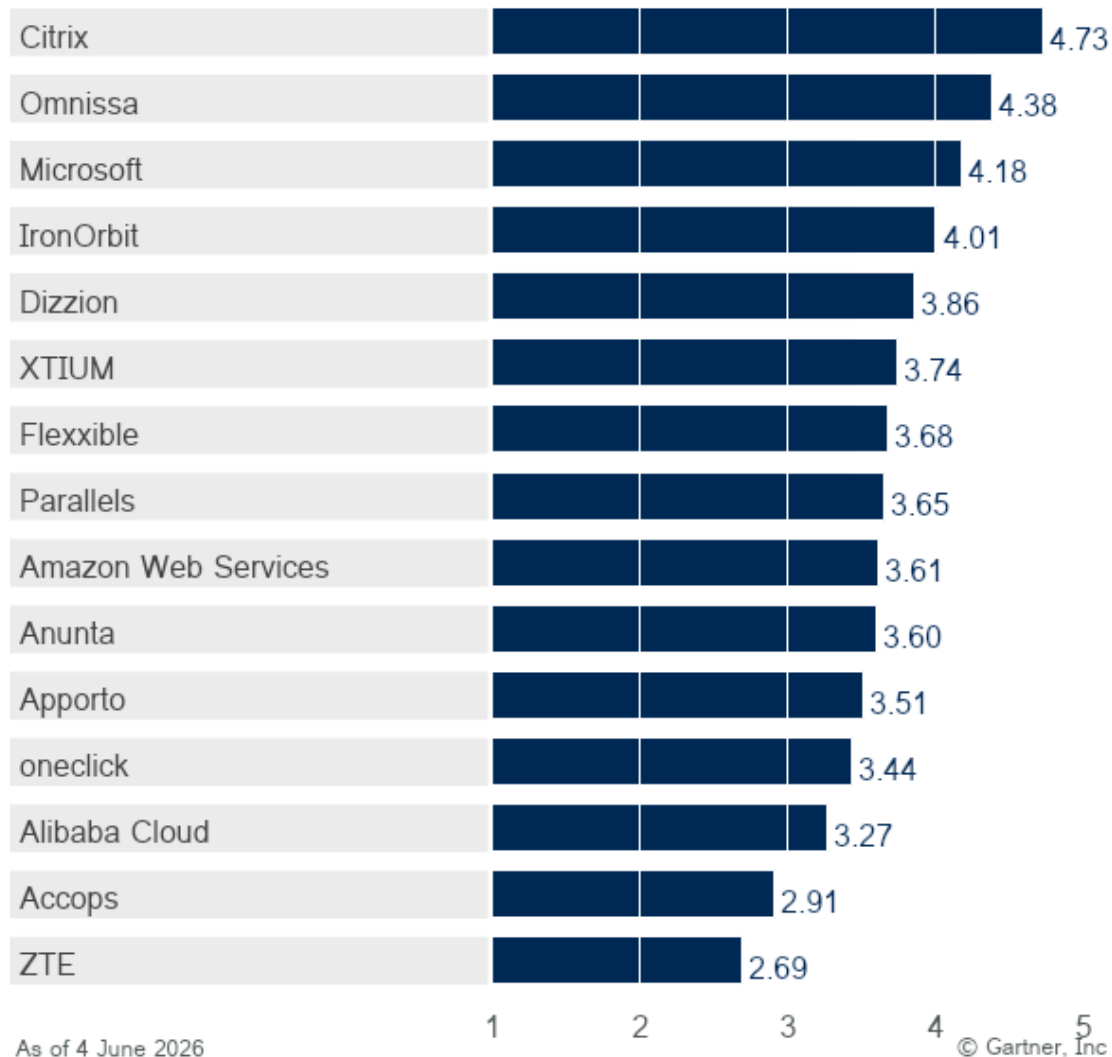
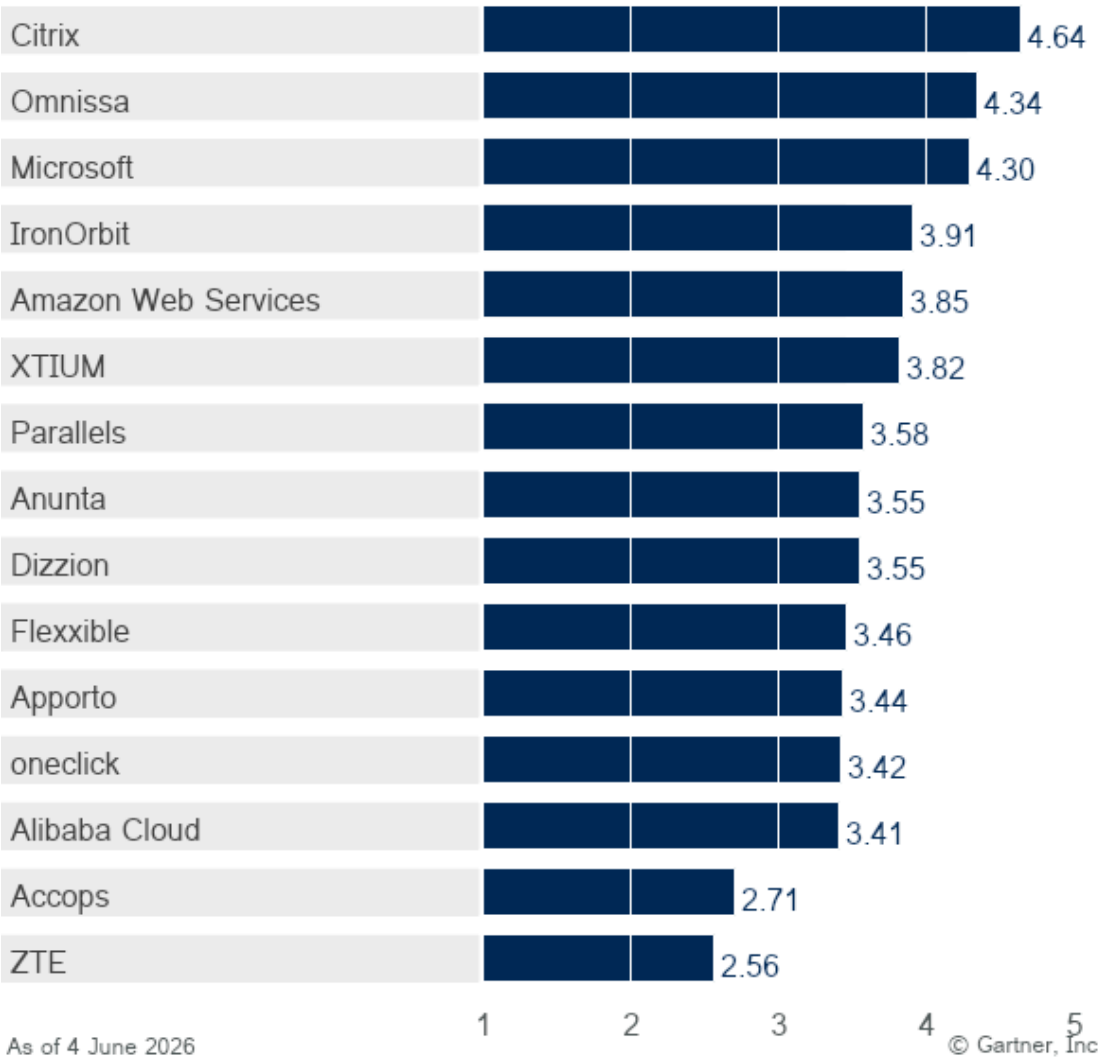
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Figure 4: Vendors' Product Scores for the Enterprise Architectures Use Case

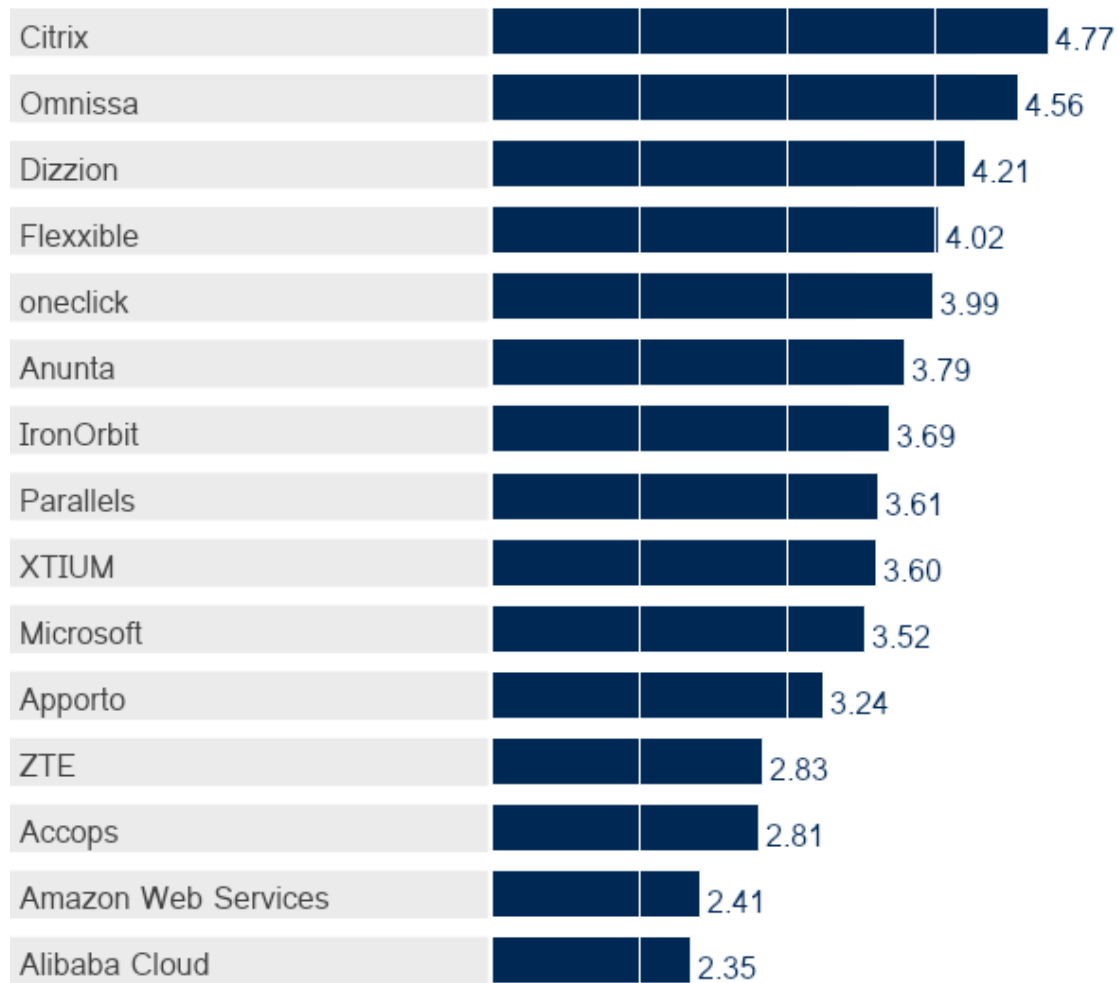
Product or Service Scores for Enterprise Architectures



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Figure 5: Vendors' Product Scores for the Flexible Hosting Locations Use Case

Product or Service Scores for Flexible Hosting Locations



As of 4 June 2026

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Vendors

Accops

Accops delivers DaaS through Accops Managed Desktops, JioPC for Enterprise, and Accops for Azure Virtual Desktop (AVD) via a hosted control plane that supports self-assembled, vendor-assembled, and vendor-managed delivery. The platform enables workloads across public cloud and customer-managed environments, supporting single-session and multisession desktops, server-based published desktops, published applications, Linux virtual desktops, stateless VMs, and GPU-enabled use cases. Security is embedded through contextual access policies, MFA, SSO, zero-trust-style controls, and endpoint posture checks. Management capabilities include image, profile, patch, and power management, along with scheduled tasks and centralized policy enforcement. Recent enhancements extend support for Hyper-V, Red Hat OpenShift, and HPE Morpheus, while adding secure REST APIs and recurring automation. AI-assisted administration is integrated into operations, enabling natural language queries, performance analysis, and troubleshooting based on telemetry across sessions, hosts, and applications.

Accops' highest-rated capabilities are endpoint experience optimizations and security. These are driven by broad endpoint support across Windows, macOS, Linux, ChromeOS, browsers, and thin clients, combined with a comprehensive digital workspace platform that natively integrates essential security components like zero-trust network access (ZTNA). The platform can act as a complete SSL VPN and secure gateway, allowing administrators to enforce strict endpoint control policies and restrict data transfers by physically segregating the control and data planes. This makes Accops particularly relevant for organizations with highly distributed user access that require a secure, compliant, and consistent experience across devices without additional security tools.

Its lowest-rated capabilities are compliance and third-party integrations. While Accops includes strong built-in security controls, its certification breadth is more limited than other DaaS offerings, which can increase validation requirements for regulated buyers. Third-party integrations are improving through APIs and expanded platform support, but remain less mature across service management, security, and monitoring ecosystems.

Accops' highest-scoring use case is high performance. Its support for GPU-enabled workloads, Linux virtual desktops, published applications, and broad endpoint compatibility makes it well-suited for organizations running performance-sensitive workloads while maintaining centralized management and security controls.

Alibaba Cloud

Alibaba Cloud's Elastic Desktop Service (EDS) is a vendor-assembled, vendor-managed DaaS platform delivered through Alibaba Cloud Workspace. Its control plane runs on Alibaba infrastructure and includes brokering, authentication, desktop scheduling, and policy management. EDS provides persistent dedicated desktops and shared pool desktops, supports Windows and Linux virtual desktops, and uses Alibaba's proprietary Adaptive Streaming Protocol for remote delivery. Current capabilities include real-time resource monitoring, utilization tracking, and AI-assisted administration for natural language query, search, script creation, and operational automation. In the year preceding June 2026, Alibaba Cloud added dynamic GPU allocation, disk layering for download-free upgrades, and broader AI features for text processing, document analysis, image recognition, and intelligent agents. The service is built for large regional deployments, especially in China, but remains tightly aligned to Alibaba infrastructure.

Alibaba Cloud's highest-rated capabilities are business continuity and AI workloads. Business continuity is strong because EDS is delivered from a cloud-native control plane with built-in resiliency and automated failover, supporting dense deployments without separate recovery tooling. AI workloads is also a strength because Alibaba has expanded administrator-facing and workload-facing AI features, including natural language administration, runtime optimization, dynamic GPU allocation, and AI services for content and image processing. These strengths are most relevant for organizations where resilience and AI-enabled desktop use cases are core requirements.

Its lowest-rated capabilities are on-premises and user experience optimizations. EDS is weakest in on-premises because it is closely tied to Alibaba Cloud and offers limited flexibility for organizations that need a single control plane spanning local data centers or hybrid patterns outside Alibaba infrastructure. User experience optimizations also trails stronger peers because Alibaba offers fewer native optimizations for North American and European unified communication (UC) solutions, reducing appeal for enterprises that prioritize session telemetry and application-specific UC enhancements. Expanding hybrid support and broader experience optimization would strengthen its suitability for multinational deployments.

Alibaba Cloud's highest-scoring use case is enterprise architectures. This reflects the platform's strength as a fully integrated, cloud-native service that can deliver large-scale persistent and pooled desktops through a centralized control plane. It is best suited for organizations with major regional workloads and moderate customization needs that prioritize Alibaba-native scale, operational consistency, and Linux support over broad hosting flexibility.

Amazon Web Services

Amazon Web Services (AWS) offers Amazon WorkSpaces, Amazon WorkSpaces Core, and Amazon WorkSpaces Applications. These solutions offer managed cloud desktops and application streaming in one portfolio. WorkSpaces supports Windows and Linux desktops, centralized administration through the AWS Console, flexible bundle sizing, API integrations, and persistent or pooled delivery models. WorkSpaces Pools, which is being folded into WorkSpaces Applications, extends the service with nonpersistent, single-session desktops and both AutoStop and AlwaysOn running modes. WorkSpaces Core lets partners such as Citrix, Omnisia, Leostream, and Workspot use AWS-managed capacity while customers retain familiar brokering and policy layers. WorkSpaces applications stream Windows and Linux applications with multisession support, autoscaling, and pay-as-you-go consumption. Recent additions include Windows Server 2025 bundles for WorkSpaces Personal and Core, plus continued investment in graphics-capable options, thin-client support, and managed agent access to desktop applications.

AWS's highest-rated capabilities are security and global support operations. Security is a strength because the portfolio benefits from AWS's broad security model, compliance coverage, authentication choices, and controlled service boundaries across desktop and application delivery. Global support operations is also strong because AWS operates WorkSpaces across many regions and brings enterprise support, established operational processes, and a large partner ecosystem. For clients, these strengths matter when DaaS must be deployed broadly, governed consistently, and supported across multiple geographies without building a separate global desktop operations framework.

Its lowest-rated capabilities are on-premises and multisite. AWS remains strongest when desktops stay inside AWS, so organizations that need a single control plane across on-premises data centers or heavily hybrid estates often need extra tooling or partner software rather than a natively unified first-party approach. Multisite is also less differentiated than stronger peers because cross-site orchestration is centered on AWS regions and partner integration, not a broad first-party model spanning local sites and multiple clouds. AWS could improve by simplifying hybrid control, expanding first-party brokering across sites, and reducing dependence on partner layers for mixed-hosting environments.

Amazon Web Services' highest-scoring use case is enterprise architectures. This reflects AWS's ability to support large-scale, globally distributed desktop programs through a mature cloud control plane, broad regional footprint, and close alignment with adjacent AWS services. It is best suited to organizations that want cloud-native scale, extensive configuration choice, and direct proximity to workloads already hosted in AWS.

Anunta

Anunta offers DesktopReady and Enterprise DaaS as vendor-assembled and vendor-managed services built around a hosted cloud control plane. DesktopReady is the packaged option for SMBs and MSPs, delivered on AVD or Omnissa Horizon on Microsoft Azure or Anunta's private cloud, with rapid provisioning, delegated admin, user assignment and password reset, automated onboarding, and 24/7 monitoring and support. Enterprise DaaS is the more customizable service for larger organizations, supporting Microsoft, Omnissa, and AWS platforms across public, private, or hybrid architectures. Both support single-session and multisession desktops, virtualized applications, and Windows and Linux VMs, with UC optimization such as RTC offload for endpoint audio and video. Anunta adds CloudOptimal for cloud cost analytics with AI-assisted insights to identify inefficiencies, forecast demand, and guide remediation, and EuVantage for correlated VDI/DaaS monitoring, issue detection, and user-experience visibility. Its delivery model is strongest in India, the Middle East, and Asia/Pacific, with partner-led reach and in-region deployment options where data locality or sovereignty needs matter.

Anunta's highest-rated capabilities are endpoint experience optimizations and cost optimization. Endpoint experience optimizations are a strength due to Anunta's focus on monitoring, analytics, user experience visibility, and proactive performance management across virtual desktop environments. Cost optimization is a key differentiator because Anunta combines managed services with CloudOptimal, which provides cloud usage analytics, AI-assisted recommendations, demand forecasting, and remediation guidance to help clients reduce infrastructure costs and improve resource efficiency.

Its lowest-rated capabilities are compliance and sovereign DaaS. Compliance is a relative weakness because Anunta's externally validated certification breadth is narrower than stronger enterprise peers, which can increase due diligence for heavily regulated buyers. Sovereign DaaS is less differentiated than stronger peers because Anunta does not offer purpose-built sovereign cloud variants or extensively packaged sovereignty frameworks. While it can support regional deployment and data locality requirements through its managed service model, organizations with stringent national sovereignty mandates may require additional validation and architectural planning.

Anunta's highest-scoring use case is cost optimization. Anunta's ability to deliver robust managed services alongside real-time cloud usage monitoring and actionable recommendations encourages clients to effectively outsource desktop management complexity while minimizing overall infrastructure overhead.

Apporto

Apporto delivers a cloud-native DaaS platform through a fully hosted, browser-accessed control plane that supports vendor-assembled and vendor-managed deployments. The platform is designed around simplified operations, automated provisioning, and SaaS-style delivery, with desktops and applications streamed directly to modern browsers without client software. Apporto supports Windows and Linux desktops, GPU-enabled virtual machines, and use cases such as virtual labs, development environments, and performance-intensive course work or training. Over the past year, Apporto introduced an AI-driven user experience dashboard and an AI assistant, Portia, which improves observability by correlating session behavior, performance data, and resource usage while enabling guided troubleshooting and basic automation. Management tools provide visibility into utilization, performance, and user experience with predictable pricing and minimal administrative overhead. Apporto operates primarily from public cloud infrastructure, with regional deployment options that support basic data locality needs, but it does not offer deeply segmented sovereign cloud variants.

Apporto's highest-rated capabilities are endpoint experience optimizations, management services, and global support operations. Endpoint experience optimizations are strong due to its browser-native delivery, proprietary streaming approach, and consistent experience across devices without local clients. Management services and global support operations are also a relative strengths, as Apporto provides turnkey provisioning, monitoring, and operational support that reduces day-to-day IT effort. Together, these capabilities are relevant for clients prioritizing simplicity, rapid onboarding, and consistent user experience over deep customization.

Its lowest-rated capabilities are compliance and sovereign DaaS. Apporto offers standard security controls, but its certification breadth and compliance tooling are more limited than enterprise-focused peers, which can increase evaluation effort for regulated industries. Sovereign DaaS is also less mature, as Apporto lacks purpose-built sovereign cloud offerings or advanced regional isolation models. To improve, Apporto could expand compliance certifications, strengthen governance reporting, and introduce clearer sovereign deployment options for customers with strict residency and regulatory mandates.

Apporto's highest-scoring use case is cost optimization. This reflects its predictable pricing model, browser-based access, and automated life cycle management, which reduce endpoint, support, and operational costs. The platform is well-suited to organizations seeking to deliver desktops and applications quickly without investing heavily in VDI expertise or complex infrastructure management.

Citrix

Citrix supports both self-assembled and vendor-assembled DaaS models, and now adds Citrix Platform Flex, which brings Citrix-managed infrastructure, and secure access services under a consumption-based credit model aligned to user personas. Analytics and observability expose session, application, and access telemetry for troubleshooting and planning. Adaptive Authentication and Secure Private Access extend contextual access controls, Enterprise Browser secures SaaS and web access, and Secure Developer Spaces broadens the platform into controlled developer environments. New features include expanded AI-driven analytics and automation, including in-product assistance, telemetry correlation, and guided root cause analysis.

Citrix's highest-rated capabilities are endpoint experience optimizations and on-premises. Endpoint experience optimizations are a strength because HDX remains one of the market's most mature protocols for adapting display, audio, video, and input handling to changing network conditions while maintaining a high-quality user experience across a wide range of endpoints and workloads. On-premises is a key differentiator because Citrix provides extensive support for customer-managed infrastructure, allowing organizations to deploy, manage, and scale virtual desktops within their own data centers while maintaining consistent policy, security, and operational control.

Its lowest-rated capabilities are AI workloads and sovereign DaaS. Relative to peers, Citrix is using AI more effectively for operations, troubleshooting, and analytics than for differentiated AI-native workload hosting, packaged agent governance, or purpose-built orchestration for enterprise AI use cases. On sovereignty, Citrix has strong security, compliance, hybrid, and public-sector credentials, but its sovereign positioning is less distinct where buyers want fully packaged regional isolation, clearer local operational boundaries, or dedicated sovereign cloud variants with simpler procurement. Citrix could improve both areas by turning current building blocks into more opinionated offerings: clearer AI workload blueprints, tighter governance integrations, and more explicit sovereign deployment and operations models by region.

Citrix's highest-scoring use case is flexible hosting locations. That result reflects Citrix's ability to run the same core architecture across customer-managed data centers, hybrid estates, and multiple public clouds while also adding Citrix-managed DaaS Flex on Azure. For enterprises handling mergers, regional placement constraints, or phased modernization, Citrix offers broad workload placement without forcing a single delivery model or a disruptive operating shift.

Dizzion

Dizzion delivers a vendor-managed DaaS platform providing a fully hosted control plane with native support across major public clouds and on-premises environments. The service runs on Amazon EC2, Amazon WorkSpaces Core, Microsoft Azure, Google Cloud, IBM Cloud VPC, and Nutanix Cloud Infrastructure, including Nutanix Cloud Clusters, making it one of the few DaaS offerings with native IBM Cloud support. Dizzion supports single-session and multisession desktops, published desktops and applications, Linux virtual desktops, stateless VMs, and GPU-enabled instances, with approximately one-fifth of users leveraging AMD or NVIDIA GPUs. Access is browser-based, supporting up to 4K resolution, 60 fps, and multimonitor use without client installation. Recent enhancements focus on operational stability, including AI-based super-resolution to improve image quality while reducing bandwidth and Overwatch, an AI-driven analytics capability that monitors in-session CPU, memory, storage, GPU utilization, and experience scores to detect and flag user experience issues. Security is embedded through a zero-trust model, MFA, SSO, IAM integration, automated threat detection, and certifications including PCI, HIPAA, SOC 2, SOC 3, and ISO 27001.

Dizzion's highest-rated capabilities are on-premises and multisite. On-premises is a strength because Dizzion can deliver and manage desktops consistently across customer-owned infrastructure as well as cloud environments through a unified managed service model. Multisite is also strong because the platform can orchestrate desktops across different clouds and data centers, including unique support for IBM Cloud, while presenting a unified service.

Its lowest-rated capabilities are global support operations and AI workloads. Global support operations are constrained by Dizzion's smaller international presence relative to hyperscalers and larger DaaS providers, which can limit follow-the-sun support coverage for multinational organizations. AI workloads are less differentiated because the platform's AI investments primarily focus on operational monitoring and analytics rather than purpose-built AI execution environments, agent frameworks, or specialized infrastructure for AI-centric workloads. Dizzion could improve by expanding its global support footprint and strengthening capabilities for emerging AI-driven desktop and application use cases.

Dizzion's highest-scoring use case is flexible hosting locations. This reflects its ability to deploy and operate desktops consistently across multiple public clouds and on-premises environments under a single managed service model. It is particularly well-suited for organizations that need to place workloads across diverse infrastructure platforms while maintaining centralized operations and consistent user experience.

Dizzion declined requests for supplemental information or to review the draft contents of this document. Gartner's analysis is therefore based on other credible sources.

Flexxible

Flexxible delivers a vendor-managed DaaS management platform through its FlexxDesktop suite, built around a hosted cloud control plane that can also be deployed in customer-designated environments. Flexxible aggregates and orchestrates multiple DaaS and VDI platforms, including Citrix, Omnisia, Parallels, Microsoft AVD, and Amazon WorkSpaces, and now includes its own brokering technology. This broker-agnostic architecture enables hybrid and multicloud deployments without hyperscaler lock-in. FlexxDesktop supports single-session and multisession desktops, published desktops and applications, Linux virtual desktops, and stateless VMs. Core modules include FlexxAnalyzer for digital experience analytics, FlexxWorkspaces for multitenant workspace and help desk management, FlexxAutomation for policy-driven orchestration and cost optimization, and FlexxMonitoring for real-time session and infrastructure telemetry. The platform integrates with Cisco Nexus and VMware NSX for advanced networking and microsegmentation, and uses Cloudflare for secure external access, DDoS protection, and global edge delivery. Flexxible supports Windows, macOS, browser, Linux, thin clients, and ChromeOS endpoints, with consolidated per-user-per-month billing covering infrastructure, platform services, and support.

Flexxible's highest-rated capabilities are endpoint experience optimizations and multisite. Endpoint experience optimizations are a strength because Flexxible combines digital experience analytics, monitoring, automation, and workspace management into a unified platform that provides comprehensive visibility into user, session, and infrastructure performance. Multisite is a key differentiator because the platform can coordinate desktops across geographically distributed environments and multiple broker technologies through a single control plane. For clients, these capabilities are especially valuable when consolidating operations across complex hybrid estates, improving user experience, and maintaining consistent management across diverse locations and desktop platforms.

Its lowest-rated capabilities are compliance and AI workloads. Flexxible relies heavily on partner ecosystems and underlying platforms for compliance certifications and regional assurance, which can limit differentiation for highly regulated industries. AI workloads are less differentiated because Flexxible's investments are focused primarily on orchestration, automation, monitoring, and digital workplace management rather than specialized capabilities for hosting or managing AI-centric workloads.

Flexxible's highest-scoring use case is flexible hosting locations. This reflects its ability to manage and orchestrate desktops consistently across on-premises data centers, private clouds, and multiple public clouds while abstracting differences between underlying brokers. It is well-suited for organizations that need workload placement flexibility without committing to a single DaaS or hyperscaler platform.

IronOrbit

IronOrbit delivers INFINITY Workspaces, a fully vendor-managed DaaS offering built on Omnisca Horizon and Microsoft Remote Desktop Services, primarily hosted in private cloud environments with optional hybrid and public cloud extensions on Microsoft Azure and AWS. The service targets performance-intensive use cases and combines desktop delivery, infrastructure, security, backup, and end-user support into a single managed stack. INFINITY Workspaces supports Windows and Linux desktops, published applications, and GPU-accelerated configurations, including multi-GPU and high-memory profiles. The INFINITY Titanium tier leverages NVIDIA L40S and RTX 6000 Pro Blackwell GPUs to support graphics-heavy AEC, design, simulation, and emerging AI and machine learning workloads. Centralized administration is delivered through IOCentral, providing monitoring, policy management, provisioning, and self-service. IronOrbit integrates third-party tools such as ControlUp for DEX monitoring, CrowdStrike for endpoint protection, and Veeam for backup and recovery. Security includes MFA, encryption, proactive threat monitoring, and compliance with SOC 2 Type I/II, HIPAA, and ISO standards. Support is delivered 24/7 by internal teams, with built-in high availability and disaster recovery.

IronOrbit's highest-rated capabilities are third-party integrations and rich graphics. Third-party integrations stand out through deep incorporation of established tools for monitoring, security, and data protection, extending platform functionality without requiring customers to assemble separate solutions. Rich graphics is a core strength due to extensive GPU options, multi-GPU support, and tuning for high-resolution, high-frame-rate workloads. Together, these capabilities are particularly relevant for clients that need high-fidelity virtual desktops combined with enterprise-grade monitoring, security, and resilience delivered as a managed service.

Its lowest-rated capabilities are global support operations and sovereign DaaS. Global support operations are constrained by IronOrbit's primary focus on North American delivery, which can limit coverage for globally distributed enterprises. Sovereign DaaS is also less developed, as the platform does not provide purpose-built sovereign cloud variants or clearly segmented regional operating models. IronOrbit could improve by expanding international support coverage and introducing clearer data residency and sovereignty options to better serve multinational and public sector customers.

IronOrbit's highest-scoring use case is high performance. This reflects its focus on GPU-intensive desktop configurations, high-memory profiles, and optimized infrastructure for graphics-rich workloads. The platform is well-suited to organizations in architecture, engineering, design, and other rendering-heavy domains that require consistent performance without managing complex VDI stacks.

Microsoft

Microsoft delivers DaaS through Azure Virtual Desktop (AVD) and Windows 365, supporting both self-assembled and vendor-assembled models that are tightly integrated with Azure, Microsoft 365, Entra, and Intune. AVD provides infrastructure-based desktop and application virtualization with pooled and personal desktops, multisession support, on-premises workloads, and GPU-enabled VMs, but capacity availability and quota limits in some Azure regions can introduce deployment complexity. Windows 365 offers Cloud PCs with simplified provisioning, deep integration with Microsoft Intune and Microsoft Entra ID, and predictable per-user and CCU pricing via a single-session SaaS architecture. Unified communications are optimized for Microsoft Teams, with media offload and collaboration optimizations built into the platform. Since the last evaluation, Microsoft expanded AI capabilities through Cloud PCs and Windows 365 for Agents, which are AI-enabled computer-use agents to securely operate within cloud desktops to perform tasks such as workflow automation, application interaction, and data processing.

Microsoft's highest-rated capabilities are compliance and global support operations. Compliance is a strength due to M365's and Azure's extensive certification portfolio and built-in governance, security, and audit tooling that support regulated industries at scale. Global support operations is also strong, enabled by Azure's worldwide infrastructure footprint, mature enterprise support model, and partner ecosystem. For clients, these capabilities reduce risk and operational friction when deploying desktops across multiple regions while maintaining consistent security and policy enforcement.

Its lowest-rated capabilities are sovereign DaaS and multisite. Sovereign DaaS is less differentiated because sovereign segmentation and residency controls often require complex architectural choices across Azure regions rather than clearly packaged sovereign desktop offerings. Multisite is also weaker because cross-region orchestration and capacity balancing can be constrained by Azure quotas and regional availability. Microsoft could improve by simplifying sovereign deployment models and enhancing first-party tools for cross-site orchestration and capacity management.

Microsoft's highest-scoring use case is enterprise architectures. This reflects its ability to support large-scale, complex desktop environments through deep integration across Azure, Microsoft 365, identity, security, and endpoint management. It is best suited for enterprises standardizing on Microsoft services that require scalable, cloud-native desktops aligned with existing security and management frameworks.

Omnissa

Omnissa delivers Horizon Cloud as a DaaS platform built around a universal cloud control plane that supports self-assembled and vendor-assembled deployments across public and private infrastructure. The platform integrates with Microsoft Azure, Amazon EC2, and Amazon WorkSpaces Core while also supporting private environments, enabling hybrid and multicloud architectures. Core components include App Volumes and Dynamic Environment Manager for application management and user environment control, automated image and agent life cycle management through the Horizon Universal Console, and high-fidelity graphics using NVIDIA, AMD, and Intel virtual GPUs via its Blast Extreme protocol. Omnissa optimizes real-time audio and video for UC tools such as Microsoft Teams, Cisco Webex, Zoom, and Avaya. Security features include conditional access, MFA, smart card and CAC support, keystroke blocking, and forensic capabilities. Leading up to June 2026, Omnissa expanded AI-assisted analytics through Omnissa Intelligence, adding anomaly detection, guided root cause analysis, and proactive remediation. Business continuity is supported through multicapacity pool grouping and unified failover policies. The platform integrates DEX, UEM, and DaaS telemetry into a single management framework, but does not offer distinctly packaged sovereign DaaS variants.

Omnissa's highest-rated capabilities are multisite and on-premises. Multisite is a strength because Horizon Cloud can coordinate desktops and applications across geographically distributed environments with unified failover and capacity management. On-premises is a key differentiator due to Omnissa's ability to support customer-managed infrastructure alongside public cloud deployments through a common management framework, enabling hybrid and multicloud architectures without requiring organizations to standardize on a single hosting model.

Its lowest-rated capabilities are global support operations and sovereign DaaS. Global support operations is less differentiated than leading hyperscalers, requiring customers to validate regional support depth for large multinational deployments. Sovereign DaaS is less differentiated because, while Omnisca can support data residency and compliance requirements through deployment architecture and cloud provider choices, it does not offer the same degree of purpose-built sovereign cloud infrastructure, operational separation, and packaged sovereignty-focused services available from some competing providers.

Omnisca's highest-scoring use case is flexible hosting locations. This reflects its ability to run the same Horizon Cloud architecture across customer-managed data centers on vSphere or Nutanix AHV, multiple public clouds, and hybrid environments while maintaining centralized policy, life cycle management, and experience visibility. It is well-suited for organizations that need placement flexibility without sacrificing operational consistency.

oneclick

oneclick AG delivers a DaaS platform built on globally redundant, highly available Kubernetes clusters, designed to support public-cloud-agnostic deployments without requiring client-side installation. Virtual desktops are VM-based, but the platform manages provisioning, access, and life cycle through a hosted control plane that is increasingly delivered as a turnkey service rather than a purely self-assembled model. oneclick emphasizes automated multisession application and desktop delivery, with strong alignment to AVD, while remaining portable across public cloud and IaaS providers.

A core differentiator is the proprietary oneclick streaming protocol, supporting RDP, VNC, and SSH, optimized to reduce latency and bandwidth consumption and to improve visual quality in distributed environments. The oneclick Gateway extends access beyond browser delivery by enabling secure use of native RDP clients, improving session stability and peripheral handling.

The architecture includes a private Mesh network for high-speed backend connectivity and zero-trust security with individualized authentication. The platform increasingly targets European data sovereignty requirements through regionally controlled deployments and data locality.

oneclick's highest-rated capabilities are on-premises and sovereign DaaS. On-premises is a key differentiator due to the platform's flexibility in supporting customer-managed infrastructure alongside cloud-based deployments, enabling organizations to maintain greater control over workload placement and operational policies. Sovereign DaaS is also a relative strength, as the platform is designed to support regionally controlled deployments, data locality, and European regulatory alignment. These capabilities are most relevant to clients operating across borders that need performance and sovereignty without deploying multiple siloed platforms.

Its lowest-rated capabilities are user experience optimizations and AI workloads. User experience optimizations are less differentiated because the platform provides fewer advanced digital employee experience capabilities than leading competitors, particularly in areas such as end-user analytics, proactive remediation, and experience scoring. AI workloads receive a lower relative rating because purpose-built capabilities for hosting and managing AI-centric workloads are still maturing. oneclick offers oneclick Assist, an integrated AI assistant that delivers context-aware responses grounded in the customer's knowledge base and adapted to the administrator or user context.

oneclick's highest-scoring use case is flexible hosting locations. This reflects its ability to orchestrate desktops and applications across multiple public clouds and infrastructure providers while abstracting underlying platform differences. The broker-agnostic design and private Mesh network make it suitable for organizations that require flexible workload placement without hyperscaler lock-in.

Parallels

Parallels delivers DaaS through Parallels DaaS and Parallels Remote Application Server (RAS), supporting both vendor-assembled and self-assembled deployments across hybrid and multicloud environments. Parallels DaaS is a fully managed service delivered on Microsoft Azure with automated tasks such as autoscaling, image optimization, and simplified life cycle management. Parallels RAS provides greater architectural control and is commonly deployed on-premises while also enabling access to Azure Virtual Desktop, Azure, Amazon EC2, and customer-hosted infrastructure across Microsoft Hyper-V, VMware, Nutanix, and Scale Computing. The platform supports single-session and multisession desktops, published applications, Windows and Linux workloads, and GPU-enabled configurations. Parallels uses a proprietary protocol built on Microsoft RDP, enhanced with universal printing and scanning, accelerated file transfer, Microsoft Teams optimization, SSO, and broad peripheral redirection. Endpoint support spans Windows, macOS, browsers, Linux, thin clients, Android, iOS, and ChromeOS. Security includes MFA, encryption, granular policy controls, smart card and CAC support, and automation through APIs and PowerShell.

Parallels' highest-rated capabilities are cost optimization and AI workloads. Cost optimization is driven by efficient session density, autoscaling, and support for a wide range of hypervisors and clouds, allowing customers to place workloads where costs are lowest. AI workloads is a relative strength because Parallels can host GPU-enabled desktops and integrate with underlying cloud AI services, enabling experimentation and development without locking customers into a single ecosystem. Together, these capabilities appeal to clients balancing performance requirements with budget discipline.

Its lowest-rated capabilities are sovereign DaaS and third-party integrations. Sovereign DaaS is a relative weakness because Parallels does not offer the same breadth of purpose-built sovereign cloud infrastructure, operational separation, and packaged sovereignty-focused services as some competitors that specifically target public-sector and highly regulated environments. Parallels RAS offers built-in providers and a Custom Provider Framework that extends VM life cycle management across many platforms, but overall third-party integrations are less differentiated compared to integration frameworks and partner ecosystems available from leading DaaS solutions.

Parallels' highest-scoring use case is cost optimization. This reflects its efficient resource utilization, flexible deployment options, and ability to consolidate diverse infrastructure under a single management layer. It is well-suited for organizations seeking to reduce desktop delivery costs while maintaining consistent access across heterogeneous environments.

XTIUM

XTIUM delivers DaaS through its XTIUM Cloud Manager platform as part of a broader managed IT services portfolio spanning public cloud, private cloud, and on-premises environments. The platform provides automated life cycle management across AWS, Microsoft Azure, Equinix data centers, and customer sites, supporting hybrid deployments with centralized control. XTIUM supports Citrix and Omnisia brokers, enabling customers to standardize on a managed services layer while retaining flexibility across underlying desktop virtualization platforms. The service supports single-session and multisession desktops, published desktops and applications, Linux desktops, and stateless VMs, with endpoint support for Windows, macOS, Linux, ChromeOS, and browser access. Over the past year, XTIUM expanded analytics-driven monitoring to proactively identify performance and availability issues, integrating telemetry across compute, network, and security layers. DaaS is delivered alongside managed network, identity, security, disaster recovery, UC, and contact center services, positioning the platform as an outsourced digital workspace solution rather than a stand-alone DaaS product. AI capabilities are primarily operational, focused on analytics, anomaly detection, and remediation within managed services rather than native AI execution environments.

XTIUM's highest-rated capabilities are management services and business continuity. Management services is a core strength because XTIUM provides end-to-end delivery, including imaging, application life cycle management, security operations, monitoring, and 24/7 U.S.-based support, reducing customer operational burden. Business continuity is a key differentiator due to XTIUM's ability to deliver DaaS across public cloud, private cloud, and on-premises environments while integrating disaster recovery, managed infrastructure, and operational oversight into a unified service model.

Its lowest-rated capabilities are on-premises and global support operations. While XTIUM supports customer-hosted and hybrid environments, its primary differentiation is as a managed services provider rather than as a platform optimized for complex customer-managed on-premises deployments. Global support operations are constrained by a more limited international footprint, which can affect follow-the-sun support for multinational deployments.

XTIUM's highest-scoring use case is enterprise architectures. This reflects its strength in delivering DaaS as part of an integrated managed services model that can span multiple clouds, on-premises infrastructure, and different desktop brokers. It is well-suited for organizations consolidating complex, hybrid IT estates under a single operational and support framework.

ZTE

ZTE delivers DaaS through ZTE Cloud PC, a fully vendor-managed platform that emphasizes end-to-end control across infrastructure, software, and access layers. The platform supports single-session and multisession desktops, published applications, Linux virtual desktops, stateless VMs, graphics-intensive workloads, multisite deployments, and unified communications. ZTE supports a broad endpoint range, including Windows, macOS, Linux, ChromeOS, browsers, mobile devices, and smart TVs, and offers purpose-built hardware, such as 5G cloud computers with ARM processors, compact terminals, and laptop-style devices. GPU-enabled cloud desktops extend the platform into high-performance, visualization, and gaming-oriented scenarios. Proprietary protocol optimization enables low-bitrate, high-definition delivery with adaptive resolution for variable network conditions. Over the past year, ZTE expanded AI-driven scheduling and resource optimization to support high-density deployments, alongside operational automation through its Insight intelligent operating system. Security features include a zero-trust architecture, MFA, data nondisclosure controls, clipboard and disk mapping restrictions, watermarking, screenshot prevention, and session-level controls, with AI-assisted diagnostics and features such as real-time translation embedded in sessions.

ZTE's highest-rated capability is endpoint experience optimizations. Endpoint experience optimizations are driven by proprietary protocol tuning, adaptive streaming, and broad device support that sustain usability under constrained or variable networks. Broad endpoint compatibility across traditional PCs, thin clients, mobile devices, and specialized cloud terminals further strengthens ZTE's ability to deliver a consistent desktop experience while minimizing endpoint-specific deployment constraints and support requirements.

Its lowest-rated capabilities are third-party integrations, compliance, sovereign DaaS, global support operations, and AI workloads. ZTE maintains a limited external integration ecosystem and narrower certification coverage than leading enterprise platforms, which can increase validation effort for multinational or highly regulated deployments. Global support remains more regionally concentrated, and AI capabilities are focused more on operations than on advanced AI-native workloads. ZTE could improve by expanding integrations, certifications, global delivery coverage, and packaged AI workload support.

ZTE's highest-scoring use case is flexible hosting locations. This reflects its ability to support a wide range of endpoint types, deployment models, and localized architectures, enabling organizations to run traditional enterprise workloads and graphics-intensive use cases across domestic and regional environments while maintaining centralized control.

Context

Gartner's 2026 analysis shows vendors closing functionality and capability gaps, especially with niche vendors. AI support varies widely, with leaders supporting both AI agents in virtual desktops and offering AI-assistance for administrators and end users. The addition of the on-premises/hybrid use case highlights vendors that are stronger with on-premises and hybrid workloads and should be utilized for organizations that desire to remain mostly on-premises. Last year's highest-rated vendors continue to maintain their lead across all use cases, with Citrix and XTIUM significantly improving.

The two main types of buyers of DaaS are:

- Small to midsize enterprises with employees with few to no virtual desktop skills and that want a simple and quick solution for a relatively small number of users.
- Larger organizations with virtual desktop IT skills and that have complex requirements and a need for customization, often with a larger number of users.

Small and midsize businesses tend to focus on vendor-assembled DaaS and willingly accept the standardized offering in exchange for a simplified and semiautomated solution. Larger organizations tend to use self-assembled DaaS because they require more customization and their employees have the necessary skills. A full vendor-managed DaaS offering can be consumed by either type of buyer.

Selecting an optimal offering requires a close examination of the use cases that drive the need for desktop virtualization. The diverse use cases in this research are the ones most commonly observed by our analysts and help showcase the differentiation of the vendors' offerings.

Market Definition

Gartner defines desktop as a service (DaaS) as the provision of virtual desktops by public cloud or other service providers. DaaS delivers desktop or application end-user experiences from virtual machines (VMs) accessed through a remote display protocol. DaaS vendors incorporate a fully managed control plane into their offerings to facilitate user connections and provide a management interface. DaaS may be delivered as a preconfigured service or as a platform, with pricing based on subscription or usage. DaaS is charged through subscription- or usage-based pricing models.

DaaS solutions enable remote workers, offshore workers, third-party employees, contractors, frontline workers, office workers and AI agents to access cloud-hosted virtual desktops. DaaS solutions include capabilities for centralized VM management. DaaS virtual desktops can be configured for a variety of use cases, including contact center workers, process workers, information workers, and workers who require high-performance computing or rich graphics.

Mandatory Features

Mandatory features in this market include:

- Providing a vendor-managed cloud control plane hosted by a public cloud or other service provider to perform DaaS operations and broker connections to VMs.
- Supporting secure remote desktop protocols to enable access to virtual desktops or applications.
- Enabling connectivity from a range of endpoints, including those running Windows, macOS or Linux.
- Providing centralized management of virtual desktop resources, including users and assignments.
- Monitoring virtual desktop and application usage, virtual machine performance and user experience.

Optional Features

Optional features in this market include:

- Orchestrate persistent and nonpersistent compute and storage resources for Windows 11 desktop experiences or comparable experiences on Windows Server OS running single-session or multisession VMs.
- Provide centralized management of VM images, including image updates and life cycle management.
- Offer vendor-provided compute and storage resources as part of the service.
- Support application hosting, including published application delivery models.

- Optimize real-time audio and video performance for unified communications solutions, including Microsoft Teams, Cisco Webex, Zoom and WebRTC-based solutions.
- Monitor remote network connections for performance issues such as latency, packet loss and jitter.
- Manage user profiles across sessions and devices.
- Support application layering and masking to simplify application management.
- Support graphics processing unit (GPU) workloads for graphics- or compute-intensive use cases.
- Integrate or extend the client network into the DaaS environment.
- Support multicloud and hybrid deployment options.
- Integrate with IT service management (ITSM) tools and configuration management databases (CMDBs).
- Integrate with digital employee experience (DEX) or digital experience monitoring (DEM) tools.
- Support access from web browsers and nontraditional endpoint operating systems, including iOS, Android, Chrome OS, IGEL OS, eLux OS, Dell ThinOS and Stratodesk NoTouch OS.

Product/Service Class Definition

Desktop as a service offerings are used to manage and deliver virtual desktops and applications primarily from the cloud to employees, contractors, and third-party users. This differs from VDI solutions, which are on-premises and require the organization to install and maintain the VDI infrastructure software. However, many traditional VDI vendors have added cloud management capabilities to enable their offerings to work with both on-premises and cloud-based virtual desktop workloads, and multiple DaaS vendors have added support for on-premises workloads.

The three primary types of DaaS offerings are as follows:

- **Self-assembled DaaS** is the most popular DaaS option for organizations looking to migrate some or all of their on-premises VDI workloads to DaaS. These solutions provide the most flexibility and the most attractive price points, but require virtual desktop expertise. Cost and workload optimizations are key for these solutions, as monthly costs can vary significantly between an optimized and nonoptimized deployment.
- **Vendor-assembled DaaS** solutions are appealing to organizations that have virtual desktop use cases, but lack expertise. While usually more expensive than self-assembled DaaS solutions, these solutions can typically be managed with traditional UEM tools. These solutions sometimes originate outside of IT, with line-of-business units that want to offer bring your own PC (BYOPC).
- **Vendor-managed DaaS** solutions align with organizations that typically outsource their endpoint management. These solutions are more flexible than a traditional outsourcer, but are typically the most expensive DaaS solutions. Most of the vendors offering these solutions are smaller, as the market leaders tend to focus on self-assembled and vendor-assembled solutions.

Critical Capabilities Definition

Business Continuity

Inclusion of DR options (e.g., failover without user intervention, image replication, global server load balancing [GSLB], availability zones) and historical backup functions of unique data in the event of data loss or ransomware attack.

Compliance

The DaaS solution has achieved industry-recognized certifications (e.g., SOC 2, HiTrust, PCI, HIPAA, FedRAMP).

Cost Optimization

Ability to provide configurations or automation capabilities that result in cost reductions in such areas as power management, multisession, storage efficiency, and license optimization.

Enterprise Configurations

The degree to which the platform provides the option to support and customize noncore elements of their standard DaaS offering.

This includes the ability to utilize different VM types (e.g., single session, multisession, published applications), persistent versus nonpersistent VMs, different client options (browser only or full client), different OSES including Windows Client, Windows Server, and Linux, network connectivity options, and multicloud support across public and private clouds. This also includes the ability for an organization to include their organizational branding, messaging, and style to customize the user experience by utilizing provided APIs, style sheets, and direct console configurations.

Endpoint Experience Optimizations

The DaaS solution supports different OSs on the endpoint, including Windows, macOS, ChromeOS, Linux, thin client, iOS, iPadOS, and Android, with a native agent/feature set that is not limited to access from within a browser.

The DaaS solution supports a range of OSs such as Windows Desktop OS, Windows Server OS, and Linux, and the DaaS solution can handle different compute styles (e.g., persistent, nonpersistent, published application).

Global Support Operations

Ability to provide support 24/7, with staff located in the same global region as customers and employees who are native speakers, as well as hosting locations that provide regional sovereignty.

Management Services

Solution provides additional management options beyond the DaaS control plane, such as help desk, image management, application layering, profile management, AI/ML optimizations, OS and third-party patching, break fix, capacity and performance reporting, and network diagnostics.

Multisite

A single control plane that brokers connections to workload VMs across multiple sites/clouds/regions (public clouds, such as Azure, AWS, GCP and IBM; private clouds).

On-Premises

A single control plane that brokers connections to workload VMs across on-premises data centers.

Sovereign DaaS

The ability to support sovereign DaaS with the intention of ensuring data, infrastructure, and operations are free from control by external jurisdictions and protected from foreign government influence and access.

Rich Graphics

The ability to support graphics-intensive applications or use cases, support multiple GPU vendors, and options for sharing GPU between many users or dedicated to one user. This includes supporting high display resolutions, including 4K across multiple monitors.

Security

The ability to directly or through integrations enforce adaptive zero trust for real-time identity, endpoint, applications, and network context for each session.

Ability to enable session security protection (e.g., clipboard, USB, print, watermarking, screen capture, keylogging), privileged access controls, in-session behavioral analysis, and threat controls.

Third-Party Integrations

The ability to integrate with UEM tools to provide automation for provisioning, updating, and upgrading, as well as monitoring tools, such as DEM or DEX tools, and workflow integrations with service management tools.

This criterion also includes integration with endpoint protection platforms (EPPs) and endpoint detection and response (EDR) tools inside the VM.

User Experience Optimizations

The ability to measure employee experience through synthetic monitoring, session analytics, and end-to-end telemetry.

Offers video and audio optimizations that offload rendering from the VM to the physical endpoint (e.g., unified communications solutions such as Teams, Webex, Zoom, and URL redirection). Offers advanced protocol optimizations with dynamic compression, session reliability, traffic prioritization, and adaptive transport.

AI Workloads

The ability to enable AI agent workload hosting with virtual machine orchestration and integration with agent management and governance systems. The use of AI (ML, GenAI, and AI agents) to efficiently run the DaaS platform for IT administrators and users.

Use Cases

Cost Optimization

Customers with requirements for functionality and customizations to drive down the total cost of ownership.

The most important capabilities, in priority order, are cost optimization, AI workloads, user experience optimizations, enterprise configurations, and management services.

High Security and Compliance

Customers with high security requirements include government, military, defense contractors, and financial traders.

The most important capabilities, in priority order, are security, compliance, and sovereign DaaS.

High Performance

Users or applications that require large amounts of CPU, memory, or GPU (e.g., CAD, 3D modeling, video editing, GIS) and strong network protocols.

This could be for designers, engineers, creative staff, developers, data scientists, or AI agents. The most important capabilities, in priority order, are rich graphics and on-premises.

Enterprise Architectures

Architectures have multiple use cases, many users, custom configurations for in-house applications and complex authentication, distributed over many global sites and clouds.

The most important capabilities, in priority order, are third-party integrations, compliance, and rich graphics.

Flexible Hosting Locations

Virtual desktop environments supporting flexible deployment across on-premises and multicloud environments, with options for sovereignty, DR, bursting, and noncore workloads.

The most important capabilities, in priority order, are multisite, on-premises, and sovereign DaaS.

Vendors Added and Dropped

We review and adjust our inclusion criteria for Critical Capabilities as markets change. As a result of these adjustments, the mix of vendors in any Critical Capability may change over time. A vendor's appearance in a Critical Capability one year and not the next does not necessarily indicate that we have changed our opinion of that vendor. It may be a reflection of a change in the market and, therefore, changed inclusion criteria, or of a change of focus by that vendor.

Added

No vendors were added to this year's Critical Capabilities report.

Dropped

- HP

Inclusion Criteria

The inclusion criteria have changed from 2025, when vendors could qualify with 150,000 CPU-enabled virtual desktops. This number increased to 200,000 for 2026. In 2025, the inclusion criteria required 30,000 virtual machines under management, which increased to 40,000 in 2026. Gartner expects these criteria to rise in future years.

To qualify, vendors must meet the following criteria:

- **Market participation:** Must sell desktop as a service (DaaS) aligning to the market definition.

- **Market traction:** DaaS offering must meet the following criteria:
 - Vendor has been active in the virtual desktop infrastructure, server-based computing or desktop as a service market(s) before 1 May 2025 (i.e., at least 12 months tenure).
 - DaaS offering(s) and capabilities assessed have been generally available on or before 5 June 2026.
 - Vendor must have 200,000 monthly active users of their DaaS offerings on 5 June 2026.
 - Vendor must have 40,000 virtual machines under management on 5 June 2026.
 - The user and virtual machine volumes must relate to use by organizations; consumer use does not count for inclusion.
 - Gartner must have evidence of client inquiry mentioning the vendor's DaaS offerings.

- **Regions:** DaaS must be available in at least two regions. The regions considered in this Critical Capabilities are:
 - **North America:** For the scope of this research, we defined North America as the U.S., Canada and Mexico.
 - **Europe:** For the scope of this research, we defined Europe as the sum of Western and Eastern Europe. Gartner defines Western Europe as Austria, Belgium, Denmark, Finland, France, Germany, Greece, Ireland, Italy, the Netherlands, Norway, Portugal, Spain, Sweden, Switzerland, and the U.K. We define Eastern Europe as Albania, Belarus, Bosnia and Herzegovina, Bulgaria, Czech Republic, Croatia, Estonia, Hungary, Latvia, Lithuania, Macedonia, Moldova, Montenegro, Poland, Romania, Russia, Serbia, Slovakia, Slovenia, Türkiye, and Ukraine.
 - **Asia (excluding China [region] but including the Pacific):** For the scope of this research, we included Australia, New Zealand, Singapore, South Korea, Japan, India, Indonesia, Malaysia, Thailand, Bangladesh, Pakistan, Philippines, Sri Lanka, and Vietnam.
 - **China [region]:** Including the Chinese mainland, Hong Kong and Taiwan.
 - **Latin America:** For the scope of this research, we included Brazil, Chile and Argentina.
 - **Middle East and Africa**
- **Support services:** Must be available in each of the regions that the vendor operates within for coverage during daytime working hours (approximately 8:00 a.m. to 5:00 p.m.) in at least one time zone per region.

- **Technical capabilities relevant to Gartner clients:** Features assessed must be generally available on or before 1 May 2026. Vendors offering DaaS can be in any or all the following configurations:
 - **Self-assembled DaaS:** Self-assembled DaaS services are where the client selects a cloud-based virtualization broker and integrates this with a customer-defined infrastructure as a service.
 - **Vendor-assembled DaaS:** Vendor-assembled services incorporate a cloud-based virtualization broker integrated with a cloud infrastructure. The vendor is responsible for orchestration of all infrastructure services upon which the virtual desktops operate.
 - **Vendor-managed DaaS:** Vendor-managed DaaS services are where the vendor provides a virtualization platform, cloud infrastructure and the management of virtual desktops. (Note: While system integrators provide these offerings, their services are not covered here. They are covered by the outsourced managed workplace services Critical Capabilities.)

Vendors must include the following services to qualify:

- A managed control plane for the solution as part of the base license or usage fees.
- Any additional management software required to operate the virtual desktop environment.
- Maintenance, updates and upgrades to all cloud infrastructure and management software required to operate the DaaS platform.
- Unique intellectual property (IP) that is critical to DaaS operations and/or user experience. A vendor that solely integrates and orchestrates other vendors' platforms or services would not qualify.
- A remote desktop protocol to provide secure access from an external user's device to the DaaS virtual machines.

Additionally, the desktop experience can include:

- A hosted Windows or Linux server operating system that allows multiple sessions per server delivering an individual desktop experience to each user.

- A hosted Windows or Linux server operating system that allows a single session per server delivering a desktop experience to users.
- A hosted Windows or Linux desktop client operating system that allows a single session per operating system virtual machine.
- A hosted Windows or Linux desktop client operating system that allows multiple sessions per operating system virtual machine to deliver individual experiences to each user.
- Persistent or nonpersistent virtual machines that are assigned to an individual or within a pool.

Vendors will not qualify if they *only* provide these services, though these additional services may be provided:

- Hosted Windows or Linux application virtualization where the application remains on the DaaS infrastructure and is accessed via the remote desktop protocol.
- Hosted macOS services
- Unified workspaces
- Local hypervisors
- Managed services
- Endpoint security and posture checking, which may optionally include workspace biometric assessments
- Additional value-added features from either their own portfolio of products or third-party products

Table 1: Weighting for Critical Capabilities in Use Cases

(Enlarged table in Appendix)

Critical Capabilities ↓	Cost Optimization ↓	High Security and Compliance ↓	High Performance ↓	Enterprise Architectures ↓	Flexible Hosting Locations ↓
Third-Party Integrations	5%	0%	5%	10%	0%
AI Workloads	15%	5%	3%	6%	0%
Business Continuity	0%	5%	5%	5%	5%
Compliance	0%	25%	5%	10%	0%
Cost Optimization	35%	0%	3%	5%	0%
Endpoint Experience Optimizations	5%	0%	8%	8%	0%
Enterprise Configurations	5%	0%	5%	6%	5%
Global Support Operations	5%	0%	5%	8%	0%
Management Services	5%	0%	5%	7%	5%
Multisite	5%	5%	5%	5%	35%
On-Premises	10%	10%	10%	3%	35%
Rich Graphics	0%	0%	20%	9%	0%
Security	0%	25%	8%	8%	0%
Sovereign DaaS	0%	25%	5%	5%	15%
User Experience Optimizations	10%	0%	8%	5%	0%
As of 4 June 2026					

Source: Gartner (August 2026)

This methodology requires analysts to identify the critical capabilities for a class of products/services. Each capability is then weighted in terms of its relative importance for specific product/service use cases.

Critical Capabilities Rating

Each of the products/services that meet our inclusion criteria has been evaluated on the critical capabilities on a scale from 1.0 to 5.0.

Table 2: Product/Service Ratings on Critical Capabilities

(Enlarged table in Appendix)

Critical Capabilities	Accops	Alibaba Cloud	Amazon Web Services	Anurta	Apporto	Citrix	Dizzion	Flexible	IronOrbit	Microsoft	Omissa	oneclick	Parallels	XTIUM	ZTE
Third-Party Integrations	2.0	2.5	3.8	4.0	3.2	4.8	3.3	3.0	5.0	4.3	4.5	3.3	3.0	3.5	2.0
AI Workloads	2.0	4.3	3.6	3.3	3.3	3.9	1.5	2.0	3.8	4.4	4.3	3.0	4.1	3.8	2.1
Business Continuity	2.7	4.5	4.2	3.3	4.0	4.3	3.7	3.5	4.0	4.6	4.0	3.5	3.3	4.3	3.0
Compliance	1.1	3.8	4.4	2.5	2.7	4.5	2.8	2.8	4.3	5.0	4.4	3.5	3.1	4.0	2.0
Cost Optimization	3.0	4.0	4.1	4.1	3.7	4.6	3.0	4.1	2.7	4.0	4.5	3.2	4.5	3.8	2.8
Endpoint Experience Optimizations	4.1	4.1	4.0	4.3	4.3	5.0	4.5	4.4	4.2	4.6	4.7	3.3	4.0	4.1	4.0
Enterprise Configuration s	2.8	3.5	4.0	3.4	3.3	4.9	4.0	3.6	4.0	4.6	4.7	4.0	4.1	4.0	2.8
Global Support Operations	2.0	3.3	4.8	3.1	4.0	4.2	2.5	3.0	2.2	4.8	3.9	3.0	3.7	3.2	2.0
Management Services	3.4	3.0	3.5	4.1	4.0	4.8	4.1	3.6	4.4	4.4	4.0	3.5	3.1	4.6	2.7
Multisite	2.7	3.0	3.0	4.0	3.0	4.9	4.5	4.3	3.9	3.0	4.8	4.0	3.6	4.0	2.7
On-Premises	2.7	1.0	1.0	4.0	3.5	5.0	4.5	4.3	3.9	3.7	4.8	4.0	3.9	3.0	3.3
Rich Graphics	3.3	4.0	4.0	3.3	3.9	4.9	4.4	3.8	4.8	4.1	4.3	3.3	3.8	3.5	2.3
Security	3.7	3.8	4.5	3.7	3.0	4.9	3.8	3.5	3.7	4.5	4.1	3.4	3.7	4.1	2.6
Sovereign DaaS	3.3	2.7	2.8	3.0	2.7	4.0	3.2	3.0	2.2	3.4	4.0	4.3	3.1	3.4	2.0
User Experience Optimizations	2.7	2.2	3.5	3.8	3.0	4.8	4.1	4.0	4.3	4.1	4.7	2.5	3.7	3.9	3.2
As of 4 June 2026															

Source: Gartner (August 2026)

Table 3 shows the product/service scores for each use case. The scores, which are generated by multiplying the use-case weightings by the product/service ratings, summarize how well the critical capabilities are met for each use case.

Table 3: Product/Service Scores in Use Cases

(Enlarged table in Appendix)

Use Cases	Accops	Alibaba Cloud	Amazon Web Services	Anunta	Apporto	Citrix	Dizzion	Flexible	IronOrbit	Microsoft	Ommissa	oneclick	Parallels	XTIUM	ZTE
Cost Optimization	2.74	3.34	3.57	3.85	3.51	4.60	3.28	3.66	3.52	4.11	4.48	3.26	4.03	3.74	2.76
High Security and Compliance	2.65	3.25	3.58	3.22	2.95	4.50	3.37	3.26	3.52	4.17	4.25	3.73	3.40	3.78	2.37
High Performance	2.91	3.27	3.61	3.60	3.51	4.73	3.86	3.68	4.01	4.18	4.38	3.44	3.65	3.74	2.69
Enterprise Architectures	2.71	3.41	3.85	3.55	3.44	4.64	3.55	3.46	3.91	4.30	4.34	3.42	3.58	3.82	2.56
Flexible Hosting Locations	2.81	2.35	2.41	3.79	3.24	4.77	4.21	4.02	3.69	3.52	4.56	3.99	3.61	3.60	2.83
As of 4 June 2026															

Source: Gartner (August 2026)

To determine an overall score for each product/service in the use cases, multiply the ratings in Table 2 by the weightings shown in Table 1.

Evidence

¹ [Forecast: Public Cloud Services, Worldwide, 2024-2030, 2Q26](#)

Critical Capabilities Methodology

This methodology requires analysts to identify the critical capabilities for a class of products or services. Each capability is then weighted in terms of its relative importance for specific product or service use cases. Next, products/services are rated in terms of how well they achieve each of the critical capabilities. A score that summarizes how well they meet the critical capabilities for each use case is then calculated for each product/service.

"Critical capabilities" are attributes that differentiate products/services in a class in terms of their quality and performance. Gartner recommends that users consider the set of critical capabilities as some of the most important criteria for acquisition decisions.

In defining the product/service category for evaluation, the analyst first identifies the leading uses for the products/services in this market. What needs are end-users looking to fulfill, when considering products/services in this market? Use cases should match common client deployment scenarios. These distinct client scenarios define the Use Cases.

The analyst then identifies the critical capabilities. These capabilities are generalized groups of features commonly required by this class of products/services. Each capability is assigned a level of importance in fulfilling that particular need; some sets of features are more important than others, depending on the use case being evaluated.

Each vendor's product or service is evaluated in terms of how well it delivers each capability, on a five-point scale. These ratings are displayed side-by-side for all vendors, allowing easy comparisons between the different sets of features.

Ratings and summary scores range from 1.0 to 5.0:

1 = Poor or Absent: most or all defined requirements for a capability are not achieved

2 = Fair: some requirements are not achieved

3 = Good: meets requirements

4 = Excellent: meets or exceeds some requirements

5 = Outstanding: significantly exceeds requirements

To determine an overall score for each product in the use cases, the product ratings are multiplied by the weightings to come up with the product score in use cases.

The critical capabilities Gartner has selected do not represent all capabilities for any product; therefore, may not represent those most important for a specific use situation or business objective. Clients should use a critical capabilities analysis as one of several sources of input about a product before making a product/service decision.

Document Revision History

[Critical Capabilities for Desktop as a Service - 18 August 2025](#)

[Critical Capabilities for Desktop as a Service - 16 October 2024](#)

Recommended by the Authors

Some documents may not be available as part of your current Gartner subscription.

[How Products and Services Are Evaluated in Gartner Critical Capabilities](#)

[Magic Quadrant for Desktop as a Service](#)

[How to Balance Desktop as a Service Costs and Performance](#)

[How to Implement Azure Virtual Desktop](#)

[Forecast: Public Cloud Services, Worldwide, 2024-2030, 1Q26](#)

[How to Choose a Desktop Delivery Model for the Digital Workplace](#)

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Table 1: Weighting for Critical Capabilities in Use Cases

<i>Critical Capabilities</i>	↓ <i>Cost Optimization</i> ↓	<i>High Security and Compliance</i> ↓	↓ <i>High Performance</i> ↓	<i>Enterprise Architectures</i>	↓ <i>Flexible Hosting Locations</i> ↓
Third-Party Integrations	5%	0%	5%	10%	0%
AI Workloads	15%	5%	3%	6%	0%
Business Continuity	0%	5%	5%	5%	5%
Compliance	0%	25%	5%	10%	0%
Cost Optimization	35%	0%	3%	5%	0%
Endpoint Experience Optimizations	5%	0%	8%	8%	0%
Enterprise Configurations	5%	0%	5%	6%	5%
Global Support Operations	5%	0%	5%	8%	0%
Management Services	5%	0%	5%	7%	5%
Multisite	5%	5%	5%	5%	35%
On-Premises	10%	10%	10%	3%	35%
Rich Graphics	0%	0%	20%	9%	0%

<i>Critical Capabilities</i>	↓ <i>Cost Optimization</i>	↓ <i>High Security and Compliance</i>	↓ <i>High Performance</i>	↓ <i>Enterprise Architectures</i>	↓ <i>Flexible Hosting Locations</i>
Security	0%	25%	8%	8%	0%
Sovereign DaaS	0%	25%	5%	5%	15%
User Experience Optimizations	10%	0%	8%	5%	0%
As of 4 June 2026					

Source: Gartner (August 2026)

Table 2: Product/Service Ratings on Critical Capabilities

<i>Critical Capabilities</i>	<i>Accops</i>	<i>Alibaba Cloud</i>	<i>Amazon Web Services</i>	<i>Anunta</i>	<i>Apporto</i>	<i>Citrix</i>	<i>Dizzion</i>	<i>Flexible</i>	<i>IronOrbit</i>	<i>Microsoft</i>	<i>Omnissa</i>	<i>oneclick</i>	<i>Parallels</i>	<i>XTIUM</i>	<i>ZTE</i>
Third-Party Integrations	2.0	2.5	3.8	4.0	3.2	4.8	3.3	3.0	5.0	4.3	4.5	3.3	3.0	3.5	2.0
AI Workloads	2.0	4.3	3.6	3.3	3.3	3.9	1.5	2.0	3.8	4.4	4.3	3.0	4.1	3.8	2.1
Business Continuity	2.7	4.5	4.2	3.3	4.0	4.3	3.7	3.5	4.0	4.6	4.0	3.5	3.3	4.3	3.0
Compliance	1.1	3.8	4.4	2.5	2.7	4.5	2.8	2.8	4.3	5.0	4.4	3.5	3.1	4.0	2.0
Cost Optimization	3.0	4.0	4.1	4.1	3.7	4.6	3.0	4.1	2.7	4.0	4.5	3.2	4.5	3.8	2.8
Endpoint Experience Optimizations	4.1	4.1	4.0	4.3	4.3	5.0	4.5	4.4	4.2	4.6	4.7	3.3	4.0	4.1	4.0
Enterprise Configuration	2.8	3.5	4.0	3.4	3.3	4.9	4.0	3.6	4.0	4.6	4.7	4.0	4.1	4.0	2.8

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Global Support Operations	2.0	3.3	4.8	3.1	4.0	4.2	2.5	3.0	2.2	4.8	3.9	3.0	3.7	3.2	2.0
Management Services	3.4	3.0	3.5	4.1	4.0	4.8	4.1	3.6	4.4	4.4	4.0	3.5	3.1	4.6	2.7
Multisite	2.7	3.0	3.0	4.0	3.0	4.9	4.5	4.3	3.9	3.0	4.8	4.0	3.6	4.0	2.7
On-Premises	2.7	1.0	1.0	4.0	3.5	5.0	4.5	4.3	3.9	3.7	4.8	4.0	3.9	3.0	3.3
Rich Graphics	3.3	4.0	4.0	3.3	3.9	4.9	4.4	3.8	4.8	4.1	4.3	3.3	3.8	3.5	2.3
Security	3.7	3.8	4.5	3.7	3.0	4.9	3.8	3.5	3.7	4.5	4.1	3.4	3.7	4.1	2.6
Sovereign DaaS	3.3	2.7	2.8	3.0	2.7	4.0	3.2	3.0	2.2	3.4	4.0	4.3	3.1	3.4	2.0
User Experience Optimizations	2.7	2.2	3.5	3.8	3.0	4.8	4.1	4.0	4.3	4.1	4.7	2.5	3.7	3.9	3.2
As of 4 June 2026															

Source: Gartner (August 2026)

Table 3: Product/Service Scores in Use Cases

<i>Use Cases</i>	<i>Accops</i>	<i>Alibaba Cloud</i>	<i>Amazon Web Services</i>	<i>Anunta</i>	<i>Apporto</i>	<i>Citrix</i>	<i>Dizzion</i>	<i>Flexible</i>	<i>IronOrbit</i>	<i>Microsoft</i>	<i>Omnissa</i>	<i>oneclick</i>	<i>Parallels</i>	<i>XTIUM</i>	<i>ZTE</i>
Cost Optimization	2.74	3.34	3.57	3.85	3.51	4.60	3.28	3.66	3.52	4.11	4.48	3.26	4.03	3.74	2.76
High Security and Compliance	2.65	3.25	3.58	3.22	2.95	4.50	3.37	3.26	3.52	4.17	4.25	3.73	3.40	3.78	2.37
High Performance	2.91	3.27	3.61	3.60	3.51	4.73	3.86	3.68	4.01	4.18	4.38	3.44	3.65	3.74	2.69
Enterprise Architectures	2.71	3.41	3.85	3.55	3.44	4.64	3.55	3.46	3.91	4.30	4.34	3.42	3.58	3.82	2.56
Flexible Hosting Locations	2.81	2.35	2.41	3.79	3.24	4.77	4.21	4.02	3.69	3.52	4.56	3.99	3.61	3.60	2.83
As of 4 June 2026															

Source: Gartner (August 2026)