

IT Pro related questions - Generic

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What is the difference between VDI, DaaS, and Cloud PC?

VDI is a do-it-yourself model in which your internal team designs, builds, and maintains the virtual desktop platform, which is typically hosted on-premises.

DaaS (Desktop as a Service) shifts responsibility for the control plane to a provider like Dizzion. You assemble and manage the key building blocks (infrastructure, network, identity), while Dizzion handles automation, orchestration, image and capacity management, and support for public cloud or on-premises workloads. Gartner often refers to this model as *Self-Assembled DaaS*.

Cloud PC is a fully managed service where Dizzion handles the control plane and workload infrastructure, including orchestration, automation, image management, and VM capacity, all with predictable flat-rate pricing. You focus only on apps, user profiles, identity, and network integration. Gartner refers to this model as *Vendor-Assembled DaaS*.

Do you offer a hosted cloud control plane?

Yes, Dizzion provides a fully hosted, multi-tenant, and cloud-native control plane as part of our DaaS offering. Our control planes are architected for high availability, leveraging multi-availability zone deployment across the US and EU regions to ensure resilience and performance. This design also supports compliance with regional data sovereignty and privacy requirements. Our cloud-native approach provides scalability, agility, and seamless management across a global environment.

Does your offering enable high availability, disaster recovery, and backup?

Dizzion DaaS and Dizzion Cloud PC are built on the Frame Platform:

One control plane is in the US, and one is in the EU. Each Frame multi-tenant control plane is designed and deployed across three AWS Availability Zones for HA. The control plane databases are backed up daily and replicated to a second AWS region if the control plane must be restored in the second AWS region. This high-availability control plane is used by 100% of Frame's clients. Clients can create multiple Frame Accounts for HA in different public cloud regions or Nutanix AHV clusters.

Clients can manually and/or schedule backups of all persistent disks, including those used for Sandboxes, Utility servers, persistent desktops, enterprise profile disks, and personal drives, on a per-account basis.

Clients using AHV clusters or Azure cloud can implement the built-in Frame DR backup and recovery feature. This feature automatically replicates the backups to a secondary cluster or Azure region. In a disaster, the administrator can restore the persistent disk backups.

What use cases don't fit Dizzion DaaS and Cloud PC well?

Scenarios that require offline access are not a fit—Dizzion DaaS and Cloud PC need a stable internet connection. User experience may suffer or fail in highly constrained, very high latency, or unreliable networks. Other unsuitable use cases include air-gapped or isolated environments where workload VMs and the control plane must run without internet access, or regions with restricted connectivity like China due to the Great Firewall.

How does Dizzion ensure data security and regulatory compliance

Dizzion is compliant with SOC 2, PCI-DSS, HIPAA, GDPR, depending on config.

Do you have a separate backplane in EU?

Yes, we operate separate backplanes in both the US (<https://use.difr.com>) and the EU (<https://deu.difr.com>). Each backplane is deployed across multiple Availability Zones to ensure high availability and resilience.

IMPORTANT NOTE - Backplane Separation and Cloud Account Usage

Dizzion Platform backplanes runs in two **geographical backplanes: U.S.** and **EMEA (DEU)**.

This separation exists for **data protection, compliance, and disaster recovery (DR)** reasons.

Customers should **never reuse or connect the same cloud environment across multiple backplanes**.

For example:

- Do **not** use the same **AWS Account** in both U.S. and DEU backplanes.
- Do **not** reuse one **Azure Subscription** for different backplanes.
- Do **not** connect the same **GCP Project** to more than one backplane.
- Do **not** reuse the same **IBM Cloud Resource Group** (or **IBM Account**, depending on setup).

Each backplane must have its **own cloud account**.

Using the same cloud account in multiple backplanes may cause **unexpected issues**, including **problems with VM deletion and synchronization**.

Recommendation:

Always create a **new cloud account per backplane** to ensure proper operation, separation, and compliance.

What kind of data is stored in the Dizzion DaaS and Cloud PC backplane?

This document outlines what Frame-specific operational data, customer data, and customer-provided personal information is generated, collected, and transmitted.

<https://docs.dizzion.com/platform/security/data-residency>

Can I integrate Dizzion with my existing security tools (e.g., SIEM, EDR)?

Yes, Integration is possible using logging agents, AV, EDR, XDR endpoint security, and SIEM tools.

Can we use Reserve Instances per VM?

Most DaaS customers will bring their own Azure, AWS, IBM or GCP Infrastructure with Reserved Instances (Azure), Savings Plans (AWS), and Committed Use Discounts (GCP), and can take advantage of Reserved Instances (RIs), as these are tied directly to their subscription.

How do I handle licensing for Windows, Microsoft 365, or other apps in Dizzion?

Note: Customers are responsible for ensuring their own license compliance. For detailed information about Microsoft Windows licensing requirements within Dizzion DaaS and Cloud PC, please refer to our documentation:

[Microsoft Licensing Guide](#). Support for Microsoft Office 365 / Microsoft 365 depends on both the type of license you hold and the underlying Workload VM infrastructure you are using. Microsoft licensing can be complex. If you're unsure about your specific scenario, we recommend consulting your Microsoft licensing expert or reaching out to your Dizzion representative for guidance.

Can I bring my own Windows Image?

Dizzion DaaS AHV always requires a Bring Your Own Image. For Dizzion DaaS on AWS, Azure, GCP, and IBM Cloud VPC, you can either BYO an Image or use a Frame-Provided Image. For Dizzion Cloud PC, we provide the Windows Image.

Should I optimize my Windows Image?

Yes, most of the times optimizing Windows Image is a good practice. Disabling Scheduled Tasks, Services, (Store) Apps that aren't used or impacting performance and stability. There also is a downside of optimizing the image, if you optimize too much it can also break functionality in the Operating System or Applications. There is a thin line and some art in optimizing. Advise is start first without optimizing, validate the experience and functionality of the DaaS and Cloud PC solution. Then Step-by-Step optimize the image.

How can I optimize my Windows Image?

There are different tools available; Dizzion, Citrix Optimizer, VMware (OmniSSA) OSOT, and BISF are solutions used in the field. If you need any advice, please contact Dizzion support.

Which infrastructure solutions do you support?

Dizzion DaaS Workload VMs can run on AWS (EC2, Workspaces Core Bundles, Workspaces Core Managed Instance), Microsoft Azure, Google Cloud (GCP), IBM Cloud VPC, and Nutanix AOS/AHV, including NC2 on Azure and AWS.

With Dizzion Cloud PC, customers deploy on Dizzion-managed public cloud (e.g., Amazon WorkSpaces Core and IBM Cloud VPC) and are charged a flat fee per desktop per month.

Do you support Broadcom/VMware or Microsoft Hyper-V?

Broadcom/VMware and Microsoft Hyper-V are supported for running the Streaming Gateway Appliance (SGA) and Cloud Connector Appliance (CCA), but workload VMs cannot run on these platforms at this time

In which region can the customer deploy Dizzion workloads?

North America, Latin America, Europe (including the UK), Middle East, Africa, China, Japan, Asia/Pacific (excluding China and Japan). Regarding China, Dizzion Frame does not support AWS, Azure, or GCP regions located within mainland China (Hong Kong regions are supported). Within mainland China, customers can deploy Frame on Nutanix AHV/AOS clusters in their private datacenters as long as the Frame workload VMs and users have the proper and stable networking capabilities to reach Dizzion's platform, which is available in the US and EU.

How do I size my workload VMs correctly?

It starts with one key principle: know before you go. Understand the resource requirements and performance expectations—both peak and average. Key factors include CPU (cores and clock speed), memory usage, storage capacity and throughput, network utilization, and GPU needs (cores and frame buffer).

You can gather this data using built-in Windows tools or work with Dizzion ecosystem partners specializing in performance assessments. We've also created a sizing guidelines document to help, but as always, the correct sizing depends on your specific applications, user behavior, and performance expectations.

Which compliance certifications do you hold?

GDPR, HIPAA, PCI-DSS, SOC2 Type II, SOC3, others - please contact us for more information;

What SLAs are offered?

Dizzion service level agreements cover platform availability (uptime), support, and security. Platform availability SLAs are available to all customers based on demonstrated uptime of redundant and non-redundant system components. While service levels vary by offering, redundant components generally have an availability threshold of 99.99% and non-redundant components (e.g., components dependent on a specific cloud provider such as Azure, AWS, Google Cloud, IBM Cloud, etc.) have a threshold of 99.9%. In the event of downtime in a given month that does not meet the defined threshold, customers can file for a service credit that will be applied to their next bill. For example, if platform downtime exceeds ~45 minutes in each month (99.9%), customers may be entitled to a credit of 10% of that month's bill, applied to their next bill. Some SLAs also increase the credit percentage when further thresholds are reached (e.g., if 99.0% is not met, additional credits may apply). Support SLAs are also available to our customers. They are oriented around support response times relative to the customer's support ticket severity level and the feature's status (e.g., production vs. early access feature). These response times are summarized here:

<https://docs.difr.com/books/dizzion-support/page/official-dizzion-support-guide>

Security SLAs apply to certain customers who take advantage of our compliance offerings (e.g., PCI, HIPAA, etc.) or have negotiated contracts with specific security SLA requirements. Generally, these SLAs define the target response and/or notification timing when a security issue (e.g., vulnerability) is identified.

What differentiates Dizzion from competitors such as AWS, Citrix, Microsoft, Omnissa?

Focus: Dizzion is a tech company focused solely on digital workspace solutions, unlike other vendors with digital workspaces as a small percentage of their portfolio. This focus enables Dizzion to be much more agile in development and innovation, enabling us to deliver the best possible solution to our customers and partners.

Full-Stack: With Frame, Dizzion owns and develops our cloud-native control plane for orchestration, automation, session brokering with the frontend terminal, and our own remoting protocol. This control plane provides a tightly integrated and seamless user and admin experience.

Many DaaS vendors, especially DaaS service providers, who rely on 3P brokers and/or remoting protocols, do not have any development control over their platform and have limited IP.

Browser-First: We develop our UX with browser access first and foremost. The browser is where modern use cases get work done, and that's why Dizzion requires no client or plug-in for users to enjoy a premium UX. Other DaaS solutions have a significant drop-off in features and UX when going from their native clients to their web client. Users enjoy audio and video conferencing natively within the session (no offloading to endpoint), AD Single Sign-On (USPTO patented design), and true multi-monitor support (separate displays for each physical monitor).

Powerful and Streamlined Admin Experience: We spend a tremendous amount of design/dev time on our customer admins so they can enjoy the same powerful and intuitive experience as our end-users. 1-click configurations, a prescriptive approach, built-in documentation, first-time guided wizards, built-in HA and encryption for our remote access appliance, robust APIs, etc.

Full-Service Options: Our DaaS and Cloud PC offerings are designed to meet customers where they are and where they will be.

No other DaaS provider offers the comprehensive deployment, managed, hosting, and security services that Dizzion does.

How often do you release updates?

Our release cycles are designed for agility and rapid innovation.

We maintain a consistent cadence across the platform:

- Frame Platform: Updates every two weeks
- Frame Server: Major release every quarter. Minor release every 6-8 weeks (as-needed).
- Frame App: New release every quarter.
- C3 Platform: Major release every quarter.

Do you offer Administrator training and certification?

Dizzion offers free virtual instructor-led training for administrators. Dizzion also offers advanced and custom instructor-led training (onsite or remote). Online, self-paced training is available here: <https://www.youtube.com/@dizzion-inc>