VDI (continued)

VDI Definition

Virtual desktop infrastructure (VDI) software is used by businesses to enable access to remote desktops, laptops, and operating systems that would otherwise be inaccessible. VDI software allows users to create virtual machines to run multiple operating systems on a single computer, create layers of security within a network, and locally and remotely access virtualized desktops. Businesses use VDI software, or a free VDI solution, to effectively use existing computer resources without increasing costs, quickly update enterprise software tools, allow employees to run multiple operating systems on the same machine, as well as use their own devices while still maintaining data security. VDI tools allow users to create unique operating systems to launch platform-specific tools. VDI tools are often the key component in infrastructure as service products, in which host servers provide virtual tools (most commonly desktop infrastructures). VDI tools should also integrate with or be able to launch any additional business software a team or company requires.

To qualify for inclusion in the Virtual Desktop Infrastructure category, a product must:

- Have the ability to achieve application and desktop virtualization
- Have administration capabilities for access assignment, control, and delivery
- Provide users with a virtual desktop they can access remotely

Virtual Desktop Infrastructure (VDI) Grid® Scoring Description

Products shown on the Grid® for Virtual Desktop Infrastructure (VDI) have received a minimum of 10 reviews/ratings in data gathered by March 03, 2020. Products are ranked by customer satisfaction (based on user reviews) and market presence (based on market share, vendor size, and social impact) and placed into four categories on the Grid®:

- **Leader** products are rated highly by G2 users and have substantial Market Presence scores. Leaders include: VirtualBox, Citrix Workspace, Fusion, Workstation Pro, Hyper-V, Citrix Virtual Apps and Desktops, Horizon Cloud, Parallels Remote Application Server (RAS), and vCenter Converter

- **High Performing** products have high customer Satisfaction scores and low Market Presence compared to the rest of the category. High Performers include: Virtual Desktop Infrastructure (VDI), 10ZiG Manager Thin & Zero Client Management Software, and V2 Cloud

- **Contender** products have relatively low customer Satisfaction scores and high Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Contenders include: Horizon 7, Amazon WorkSpaces, Vagrant, and Microsoft Application Virtualization

- **Niche** products have relatively low Satisfaction scores and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. Niche products include: Red Hat Virtualization and Nerdio
## Grid® Scores for Virtual Desktop Infrastructure (VDI)

The table below shows the Satisfaction and Market Presence scores that determine vendor placement on the Grid®. To learn more about each of the products, please see the product profile section.

### Leaders

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>VirtualBox</td>
<td>208</td>
<td>93</td>
<td>97</td>
<td>95</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>229</td>
<td>83</td>
<td>95</td>
<td>89</td>
</tr>
<tr>
<td>Fusion</td>
<td>100</td>
<td>85</td>
<td>80</td>
<td>82</td>
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<tr>
<td>Workstation Pro</td>
<td>84</td>
<td>80</td>
<td>72</td>
<td>76</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>27</td>
<td>79</td>
<td>73</td>
<td>76</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>105</td>
<td>62</td>
<td>70</td>
<td>66</td>
</tr>
<tr>
<td>Horizon Cloud</td>
<td>13</td>
<td>54</td>
<td>54</td>
<td>54</td>
</tr>
<tr>
<td>Parallels RAS</td>
<td>60</td>
<td>53</td>
<td>53</td>
<td>53</td>
</tr>
<tr>
<td>vCenter Converter</td>
<td>10</td>
<td>52</td>
<td>55</td>
<td>53</td>
</tr>
</tbody>
</table>

### High Performers

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>VDI</td>
<td>18</td>
<td>79</td>
<td>29</td>
<td>54</td>
</tr>
<tr>
<td>10ZiG Manager Thin &amp; Zero Client Management Software</td>
<td>12</td>
<td>69</td>
<td>15</td>
<td>42</td>
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<tr>
<td>V2 Cloud</td>
<td>11</td>
<td>72</td>
<td>5</td>
<td>39</td>
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</table>

### Contenders

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Horizon 7</td>
<td>49</td>
<td>47</td>
<td>65</td>
<td>56</td>
</tr>
<tr>
<td>Amazon WorkSpaces</td>
<td>40</td>
<td>44</td>
<td>68</td>
<td>56</td>
</tr>
<tr>
<td>Vagrant</td>
<td>29</td>
<td>32</td>
<td>50</td>
<td>41</td>
</tr>
<tr>
<td>Microsoft Application Virtualization</td>
<td>10</td>
<td>15</td>
<td>56</td>
<td>35</td>
</tr>
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</table>

### Niche

<table>
<thead>
<tr>
<th>Product</th>
<th># of Reviews</th>
<th>Satisfaction</th>
<th>Market Presence</th>
<th>G2 Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>Red Hat</td>
<td>10</td>
<td>4</td>
<td>45</td>
<td>25</td>
</tr>
<tr>
<td>Nerdio</td>
<td>11</td>
<td>15</td>
<td>20</td>
<td>18</td>
</tr>
</tbody>
</table>

*Products are ordered by G2 Score. Satisfaction score is used as a tiebreaker if two products have the same G2 Score.
Grid® Methodology

Grid® Rating Methodology

The Grid® represents the democratic voice of real software users, rather than the subjective opinion of one analyst. G2 rates products from the Virtual Desktop Infrastructure (VDI) category algorithmically based on data sourced from product reviews shared by G2 users and data aggregated from online sources and social networks.

Technology buyers can use the Grid® to help them quickly select the best products for their businesses and to find peers with similar experiences. For vendors, media, investors, and analysts, the Grid® provides benchmarks for product comparison and market trend analysis.

Grid® Scoring Methodology

G2 rates products and vendors based on reviews gathered from our user community, as well as data aggregated from online sources and social networks. We apply a unique algorithm (v3.0) to this data to calculate the Satisfaction and Market Presence scores in real time. The Grid® Report for Virtual Desktop Infrastructure (VDI) Spring 2020 is based on scores calculated using the G2 algorithm v3.0 from reviews collected through March 03, 2020. To view the Virtual Desktop Infrastructure (VDI) Grid® with the most recent data, please visit the Virtual Desktop Infrastructure (VDI) page.

Satisfaction

The Satisfaction rating is affected by the following (in order of importance):

- Customer satisfaction with end user-focused product attributes based on user reviews
- Popularity and statistical significance based on the number of reviews received by G2
- Quality of reviews received (reviews that are more thoroughly completed will be weighted more heavily)
- Age of reviews (more-recent reviews provide relevant and up-to-date information that is reflective of the current state of a product)
- Customers’ satisfaction with administration-specific product attributes based on user reviews
- Overall customer satisfaction and Net Promoter Score® (NPS) based on ratings by G2 users

Note: The customer satisfaction score is normalized for each Grid®, meaning the scores are relative.
Grid® Methodology (continued)

Market Presence

The Market Presence score is affected by the following (in order of importance):

- Market presence is a combination of 15 metrics from G2’s reviews, publicly available information, and third-party sources
- Both the software vendors and the individual products are measured on various criteria. The criteria are listed in order of importance. Products metric receive greater weight than vendor metrics

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Measured For</th>
<th>Metrics</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Product</td>
<td>Vendor</td>
</tr>
<tr>
<td>Number of Employees</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Reviews</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Web Presence</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Social Presence</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Growth</td>
<td>√</td>
<td>√</td>
</tr>
<tr>
<td>Vendor Age</td>
<td>√</td>
<td></td>
</tr>
<tr>
<td>Employee Satisfaction and Engagement</td>
<td>√</td>
<td></td>
</tr>
</tbody>
</table>

- Each input is normalized by category and segment. This means that scores are relative to other products in the category/segment and may change from segment to segment
- The scores are then scaled from 0-100

Grid® Categorization Methodology

Making G2 research relevant and easy for people to use as they evaluate and select business software products is one of our most important goals. In support of that goal, organizing products and software companies in a well-defined structure that makes capturing, evaluating, and displaying reviews and other research in an orderly manner is a critical part of the research process.

To manage the process of categorizing the software products and the related reviews in the G2 community, G2 follows a publicly available categorization methodology. All products appearing on the Grid® have passed through G2’s categorization methodology and meet G2’s category standards.

Many terms that appear regularly across G2 and are used to aid in product categorization warrant a definition to facilitate buyer understanding. These terms may be included within reviews from the G2 community or in executive summaries for products included on the Grid®. A list of standard definitions is available to G2 users to eliminate confusion and ease the buying process.

(Grid® Methodology continues on next page)
Grid® Methodology (continued)

Rating Changes and Dynamics
The ratings in this report are based on a snapshot of the user reviews and social data collected by G2 up through March 03, 2020. The ratings may change as the products are further developed, the vendors grow, and as additional opinions are shared by users. G2 updates the ratings on its website in real time as additional data is received, and this report will be updated as significant data is received. By improving their products and support and/or by having more satisfied customer voices heard, Contenders may become Leaders and Niche vendors may become High Performers.

Trust
Keeping our ratings unbiased is our top priority. We require the use of a LinkedIn account or verified business email address to validate a G2 user’s identity and employer. We also validate users by partnering with vendors and organizations to securely authenticate users through select platforms. We do not allow users to review their current or former employers’ products, or those of their employers’ competitors. Additionally, all reviews are manually checked by our team after our algorithm filters out reviews that don’t meet our submission requirements. All reviews must pass our moderation process before they are published.

Our G2 staff does not add any subjective input to the ratings, which are determined algorithmically based on data aggregated from publicly available online sources and social networks. Vendors cannot influence their ratings by spending time or money with us. Only the opinion of real users and data from public sources factor into the ratings.

Grid® Inclusion Criteria
All products in a G2 category that have at least 10 reviews from real users of the product are included on the Grid®. Inviting other users, such as colleagues and peers, to join G2 and share authentic product reviews will accelerate this process.

If a product is not yet listed on G2 and it fits the market definition above, then users are encouraged to suggest its addition to our Virtual Desktop Infrastructure (VDI) category.

Product Profiles
Product profiles and detailed charts are included for products with 10 or more reviews.
VirtualBox has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. VirtualBox has the largest Market Presence and received the highest Satisfaction score among products in Virtual Desktop Infrastructure (VDI). 96% of users rated it 4 or 5 stars, 87% of users believe it is headed in the right direction, and users said they would be likely to recommend VirtualBox at a rate of 89%.

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>81%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>90%</td>
<td>89%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Ease of Admin</td>
<td>85%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Doing Business With</td>
<td>84%</td>
<td>88%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>90%</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Information Technology and Services: 50
- Computer Software: 46
- Internet: 13
- Computer & Network Security: 11
- Education Management: 10

**Ownership:** Oracle  
**HQ Location:** Redwood Shores, CA  
**Year Founded:** 1977  
**Total Revenue:** $39,831 (USD MM)  
**Employees (Listed On LinkedIn™):** 169903  
**Company Website:** [www.oracle.com](http://www.oracle.com)
Citrix Workspace has been named a Leader based on receiving a high customer satisfaction score and having a large market presence. 77% of users rated it 4 or 5 stars, 75% of users believe it is headed in the right direction, and users said they would be likely to recommend Citrix Workspace at a rate of 78%. Citrix Workspace is also in the Unified Workspaces, Cloud Content Collaboration, Single Sign-On (SSO), Employee Engagement, Browser Isolation, Unified Endpoint Management (UEM), and Desktop as a Service (DaaS) categories.

### Satisfaction Ratings

- **Quality of Support**: 82% (Avg 87%)
- **Ease of Use**: 84% (Avg 89%)
- **Meets Requirements**: 89% (Avg 91%)
- **Ease of Admin**: 83% (Avg 87%)
- **Ease of Doing Business With**: 82% (Avg 88%)
- **Ease of Setup**: 83% (Avg 85%)

### Top Industries Represented

- Hospital & Health Care: 40
- Information Technology and Services: 23
- Medical Practice: 10
- Retail: 8
- Computer Software: 7

### Ownership

- **Citrix**

### HQ Location

- Fort Lauderdale, FL

### Year Founded

- 1989

### Total Revenue

- $2,825 (USD MM)

### Employees (Listed On LinkedIn™)

- 10,466

### Company Website

- [www.citrix.com](http://www.citrix.com)
Fusion has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 88% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Fusion at a rate of 88%.

Satisfaction Ratings

- Quality of Support: 86% (Avg 87%)
- Ease of Use: 90% (Avg 89%)
- Meets Requirements: 92% (Avg 91%)
- Ease of Admin: 84% (Avg 87%)
- Ease of Doing Business With: 87% (Avg 88%)
- Ease of Setup: 85% (Avg 85%)

Top Industries Represented

- Computer Networking: 24%
- Information Technology and Services: 18%
- Computer Software: 7%
- Higher Education: 6%
- Computer & Network Security: 4%

Ownership: VMware
HQ Location: Palo Alto, CA
Year Founded: 1998
Total Revenue: $7,093 (USD MM)
Employees (Listed On LinkedIn™): 28,467
Company Website: www.vmware.com
Workstation Pro

Workstation Pro has been named a Leader based on receiving a high customer satisfaction score and having a large Market Presence. 85% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Workstation Pro at a rate of 88%.

Satisfaction Ratings

- **Quality of Support**: 88% satisfaction (Avg 97%)
- **Ease of Use**: 89% satisfaction (Avg 89%)
- **Meets Requirements**: 94% satisfaction (Avg 91%)
- **Ease of Admin**: 91% satisfaction (Avg 87%)
- **Ease of Doing Business With**: 89% satisfaction (Avg 88%)
- **Ease of Setup**: 87% satisfaction (Avg 85%)

Top Industries Represented

- Computer Software: 23
- Information Technology and Services: 19
- Higher Education: 6
- Internet: 5
- Semiconductors: 3

Ownership: VMware

HQ Location: Palo Alto, CA

Year Founded: 1998

Total Revenue: $7,093 (USD MM)

Employees (Listed On LinkedIn™): 28467

Company Website: www.vmware.com
Hyper-V has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend Hyper-V at a rate of 93%. Hyper-V is also in the Server Virtualization category.

**Satisfaction Ratings**

- **Quality of Support**: 91% (Avg 89%)
- **Ease of Use**: 94% (Avg 88%)
- **Meets Requirements**: 94% (Avg 91%)
- **Ease of Admin**: 88% (Avg 87%)
- **Ease of Doing Business With**: 88% (Avg 88%)
- **Ease of Setup**: 88% (Avg 85%)

**Top Industries Represented**

- Information Technology and Services: 11
- Telecommunications: 4
- Computer Software: 2
- Construction: 2
- Computer Hardware: 1

**Ownership**

Microsoft

**HQ Location**

Redmond, WA

**Year Founded**

1975

**Total Revenue**

$110,360 (USD MM)

**Employees (Listed On Linkedin™)**

174,429

**Company Website**

news.microsoft.com
Citrix Virtual Apps and Desktops has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 85% of users rated it 4 or 5 stars, 77% of users believe it is headed in the right direction, and users said they would be likely to recommend Citrix Virtual Apps and Desktops at a rate of 81%. Citrix Virtual Apps and Desktops is also in the Remote Desktop and Desktop as a Service (DaaS) categories.

**Satisfaction Ratings**

- **Quality of Support**: 84% (Avg 87%)
- **Ease of Use**: 85% (Avg 89%)
- **Meets Requirements**: 89% (Avg 91%)
- **Ease of Admin**: 77% (Avg 87%)
- **Ease of Doing Business With**: 88% (Avg 88%)
- **Ease of Setup**: 74% (Avg 85%)

**Top Industries Represented**

- Information Technology and Services: 17
- Higher Education: 13
- Hospital & Health Care: 8
- Computer Software: 6
- Financial Services: 4

**Ownership**

- **Citrix**

**HQ Location**

- Fort Lauderdale, FL

**Year Founded**

- 1989

**Total Revenue**

- $2,825 (USD MM)

**Employees (Listed On LinkedIn™)**

- 10466

**Company Website**

- [www.citrix.com](http://www.citrix.com)
Horizon Cloud has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 92% of users rated it 4 or 5 stars, 70% of users believe it is headed in the right direction, and users said they would be likely to recommend Horizon Cloud at a rate of 85%. Horizon Cloud is also in the Desktop as a Service (DaaS) category.

**Satisfaction Ratings**

- **Quality of Support**: Avg 89%
- **Ease of Use**: Avg 87%
- **Meets Requirements**: Avg 94%
- **Ease of Admin**: N/A
- **Ease of Doing Business With**: N/A
- **Ease of Setup**: N/A

* N/A is displayed when fewer than five responses were received for the question.

**Top Industries Represented**

- Computer Software: 2
- Architecture & Planning: 1
- Education Management: 1
- Entertainment: 1
- Health, Wellness and Fitness: 1

**Ownership**

- VMware

**HQ Location**

- Palo Alto, CA

**Year Founded**

- 1998

**Total Revenue**

- $7,093 (USD MM)

**Employees (Listed On Linkedin™)**

- 28467

**Company Website**

- [www.vmware.com](http://www.vmware.com)
Parallels Remote Application Server (RAS) has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 85% of users rated it 4 or 5 stars. 79% of users believe it is headed in the right direction, and users said they would be likely to recommend Parallels RAS at a rate of 84%. Parallels RAS is also in the Remote Desktop category.

**Satisfaction Ratings**

- **Quality of Support**: 84% (Avg 87%)
- **Ease of Use**: 89% (Avg 89%)
- **Meets Requirements**: 91% (Avg 91%)
- **Ease of Admin**: 91% (Avg 87%)
- **Ease of Doing Business With**: 90% (Avg 88%)
- **Ease of Setup**: 93% (Avg 85%)

**Top Industries Represented**

- Computer Software: 8
- Information Technology and Services: 8
- Higher Education: 7
- Internet: 6
- Architecture & Planning: 2

**Ownership**

Corel Corporation

**HQ Location**

Ottawa, Canada

**YearFounded**

1985

**Employees (Listed On LinkedIn™)**

655

**Company Website**

www.corel.com
vCenter Converter has been named a Leader based on receiving a high customer Satisfaction score and having a large Market Presence. 90% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend vCenter Converter at a rate of 93%.

### Satisfaction Ratings
- **Quality of Support**: 90% (Avg 97%)
- **Ease of Use**: 94% (Avg 89%)
- **Meets Requirements**: 90% (Avg 91%)
- **Ease of Admin**: 95% (Avg 87%)
- **Ease of Doing Business With**: N/A (Avg 88%)
- **Ease of Setup**: 98% (Avg 85%)

*N/A is displayed when fewer than five responses were received for the question.

### Top Industries Represented
- Government Administration: 2
- Internet: 2
- Banking: 1
- Computer Networking: 1
- Information Technology and Services: 1

**Ownership**: VMware
**HQ Location**: Palo Alto, CA
**Year Founded**: 1998
**Total Revenue**: $7,093 (USD MM)
**Employees (Listed On Linkedin™)**: 28,467
**Company Website**: [www.vmware.com](http://www.vmware.com)
Virtual Desktop Infrastructure (VDI) has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 83% of users rated it 4 or 5 stars, 83% of users believe it is headed in the right direction, and users said they would be likely to recommend VDI at a rate of 88%.

**Satisfaction Ratings**

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Average</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>99%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>94%</td>
<td>89%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>94%</td>
<td>91%</td>
</tr>
<tr>
<td>Ease of Admin</td>
<td>N/A</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Doing Business</td>
<td>N/A</td>
<td>88%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>N/A</td>
<td>85%</td>
</tr>
</tbody>
</table>

* N/A is displayed when fewer than five responses were received for the question.

**Top Industries Represented**

- Information Technology and Services: 3
- Education Management: 2
- Accounting: 1
- Banking: 1
- Computer Software: 1

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**Ownership**

Evolve IP

**HQ Location**

Wayne, PA

**Year Founded**

2007

**Employees (Listed On LinkedIn™)**

319

**Company Website**

www.evolveip.net
10ZiG Manager Thin & Zero Client Management Software has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend 10ZiG Manager Thin & Zero Client Management Software at a rate of 93%.

**Satisfaction Ratings**

- **Quality of Support**: 96%, Avg 87%
- **Ease of Use**: 94%, Avg 89%
- **Meets Requirements**: 95%, Avg 91%
- **Ease of Admin**: 97%, Avg 87%
- **Ease of Doing Business With**: 97%, Avg 88%
- **Ease of Setup**: 91%, Avg 85%

**Top Industries Represented**

- Mechanical or Industrial Engineering: 2
- Construction: 1
- Consumer Goods: 1
- Education Management: 1
- Higher Education: 1

**Ownership**

10ZiG Technology

**HQ Location**

Phoenix, AZ

**Year Founded**

2003

**Employees (Listed On LinkedIn™)**

41

**Company Website**

www.10ZiG.com
V2 Cloud has been named a High Performer product based on having high customer Satisfaction scores and a low Market Presence compared to the rest of the category. 100% of users rated it 4 or 5 stars, 100% of users believe it is headed in the right direction, and users said they would be likely to recommend V2 Cloud at a rate of 95%. V2 Cloud is also in the Desktop as a Service (DaaS) category.

V2 Cloud

**4.8 ★★★★★ (13)**

V2 Cloud is in the Desktop as a Service (DaaS) category.

**Satisfaction Ratings**

- **Quality of Support**: 97% (Avg 97%)
- **Ease of Use**: 100% (Avg 89%)
- **Meets Requirements**: 95% (Avg 91%)
- **Ease of Admin**: 97% (Avg 87%)
- **Ease of Doing Business With**: 97% (Avg 88%)
- **Ease of Setup**: 95% (Avg 85%)

**Top Industries Represented**

- Information Technology and Services: 2
- Accounting: 1
- Broadcast Media: 1
- Computer Networking: 1
- Computer Software: 1

**Ownership**

- **V2 Cloud**

**H0 Location**

- Montreal, Canada

**Year Founded**

- 2012

**Employees (Listed On Linkedin™)**

- 7

**Company Website**

- v2cloud.com
Horizon 7 has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 86% of users rated it 4 or 5 stars, 78% of users believe it is headed in the right direction, and users said they would be likely to recommend Horizon 7 at a rate of 80%.

**Satisfaction Ratings**

- **Quality of Support**: 85% (Avg 87%)
- **Ease of Use**: 82% (Avg 89%)
- **Meets Requirements**: 85% (Avg 91%)
- **Ease of Admin**: 85% (Avg 87%)
- **Ease of Doing Business With**: 90% (Avg 88%)
- **Ease of Setup**: 77% (Avg 85%)

**Top Industries Represented**

- Information Technology and Services: 11
- Higher Education: 5
- Computer Software: 4
- Government Administration: 3
- Hospital & Health Care: 3

**Ownership**
VMware

**HQ Location**
Palo Alto, CA

**Year Founded**
1998

**Total Revenue**
$7,093 (USD MM)

**Employees (Listed On Linkedin™)**
28467

**Company Website**
www.vmware.com
Amazon WorkSpaces has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 83% of users rated it 4 or 5 stars, 84% of users believe it is headed in the right direction, and users said they would be likely to recommend Amazon WorkSpaces at a rate of 79%. Amazon WorkSpaces is also in the Desktop as a Service (DaaS) category.

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Metric</th>
<th>Rating</th>
<th>Ave</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>83%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>84%</td>
<td>89%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>85%</td>
<td>91%</td>
</tr>
<tr>
<td>Ease of Admin</td>
<td>83%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Doing Business With</td>
<td>85%</td>
<td>88%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>83%</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Consumer Goods: 4
- Information Technology and Services: 4
- Computer Software: 3
- Higher Education: 3
- Financial Services: 2

### Key Information

- **Ownership**: AWS
- **HQ Location**: Seattle, WA
- **Year Founded**: 2006
- **Total Revenue**: $177,866 (USD MM)
- **Employees (Listed On LinkedIn™)**: 53,956
- **Company Website**: aws.amazon.com
Vagrant has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 97% of users rated it 4 or 5 stars, 86% of users believe it is headed in the right direction, and users said they would be likely to recommend Vagrant at a rate of 93%.

**Satisfaction Ratings**

- **Quality of Support**: 76% (Avg 87%)
- **Ease of Use**: 80% (Avg 89%)
- **Meets Requirements**: 94% (Avg 91%)
- **Ease of Admin**: 84% (Avg 87%)
- **Ease of Doing Business With**: N/A (Avg 88%)
- **Ease of Setup**: 79% (Avg 85%)

* N/A is displayed when fewer than five responses were received for the question.

**Top Industries Represented**

- Internet: 8
- Computer Software: 6
- Information Technology and Services: 4
- Automotive: 1
- Design: 1

**Ownership**
Hashicorp

**HQ Location**
San Francisco, CA

**Year Founded**
2012

**Employees (Listed On LinkedIn™)**
857

**Company Website**
www.hashicorp.com
Microsoft Application Virtualization has been named a Contender product based on having a relatively low customer Satisfaction score and large Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 80% of users rated it 4 or 5 stars, 89% of users believe it is headed in the right direction, and users said they would be likely to recommend Microsoft Application Virtualization at a rate of 83%.

**Quality of Support**
- Average: 87%

**Ease of Use**
- Average: 89%

**Meets Requirements**
- Average: 91%

**Ease of Admin**
- N/A

**Ease of Doing Business With**
- N/A

**Ease of Setup**
- N/A

*N/A is displayed when fewer than five responses were received for the question.*

### Top Industries Represented

- Information Technology and Services: 3
- Broadcast Media: 1
- Computer & Network Security: 1
- Computer Software: 1
- Education Management: 1

**Ownership**
- Microsoft

**HQ Location**
- Redmond, WA

**Year Founded**
- 1975

**Total Revenue**
- $110,360 (USD MM)

**Employees (Listed On Linkedin™)**
- 174,429

**Company Website**
- news.microsoft.com
Red Hat Virtualization has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 100% of users rated it 4 or 5 stars, 67% of users believe it is headed in the right direction, and users said they would be likely to recommend Red Hat at a rate of 80%. Red Hat is also in the Server Virtualization category.

### Satisfaction Ratings

- **Quality of Support**: 80% (Avg 87%)
- **Ease of Use**: 87% (Avg 89%)
- **Meets Requirements**: 83% (Avg 91%)
- **Ease of Admin**: 83% (Avg 87%)
- **Ease of Doing Business With**: 80% (Avg 88%)
- **Ease of Setup**: 79% (Avg 85%)

### Top Industries Represented

- Computer Software: 3
- Information Technology and Services: 2
- Internet: 2
- Automotive: 1
- Semiconductors: 1

### Ownership

- **Ownership**: Red Hat

### HQ Location

- **HQ Location**: Raleigh, NC

### Year Founded

- **Year Founded**: 1993

### Employees (Listed On LinkedIn™)

- **Employees (Listed On LinkedIn™)**: 14625

### Company Website

- **Company Website**: www.redhat.com
Nerdio has been named a Niche product based on having a relatively low Satisfaction score and low Market Presence compared to the rest of the category. While they may have positive reviews, they do not have enough reviews to validate those ratings. 91% of users rated it 4 or 5 stars. 73% of users believe it is headed in the right direction, and users said they would be likely to recommend Nerdio at a rate of 90%. Nerdio is also in the Cloud Infrastructure Automation, Infrastructure as a Service (IaaS), Enterprise IT Management Suites, and Virtual Private Cloud (VPC) categories.

### Satisfaction Ratings

<table>
<thead>
<tr>
<th>Category</th>
<th>Rating</th>
<th>Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Quality of Support</td>
<td>91%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Use</td>
<td>86%</td>
<td>89%</td>
</tr>
<tr>
<td>Meets Requirements</td>
<td>92%</td>
<td>91%</td>
</tr>
<tr>
<td>Ease of Admin</td>
<td>83%</td>
<td>87%</td>
</tr>
<tr>
<td>Ease of Doing Business With</td>
<td>88%</td>
<td>88%</td>
</tr>
<tr>
<td>Ease of Setup</td>
<td>74%</td>
<td>85%</td>
</tr>
</tbody>
</table>

### Top Industries Represented

- Hospital & Health Care: 4
- Law Practice: 2
- Marketing and Advertising: 2
- Individual & Family Services: 1
- Religious Institutions: 1

### Ownership

Adar, LLC.

### HQ Location

Chicago, IL

### Year Founded

2016

### Employees (Listed On LinkedIn™)

53

### Company Website

getnerdio.com
## Satisfaction Ratings for Virtual Desktop Infrastructure (VDI)

G2 reviewers rated software vendors’ ability to satisfy their needs as shown in the table below.

<table>
<thead>
<tr>
<th></th>
<th>Satisfaction</th>
<th>Satisfaction by Category</th>
<th>Net Promoter Score (NPS)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Likely to Recommend</td>
<td>Product Going in Right Direction?</td>
<td>Meets Requirements</td>
</tr>
<tr>
<td>VirtualBox</td>
<td>89%</td>
<td>87%</td>
<td>92%</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>78%</td>
<td>75%</td>
<td>89%</td>
</tr>
<tr>
<td>Fusion</td>
<td>88%</td>
<td>78%</td>
<td>92%</td>
</tr>
<tr>
<td>Workstation Pro</td>
<td>88%</td>
<td>86%</td>
<td>94%</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>93%</td>
<td>100%</td>
<td>94%</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>81%</td>
<td>77%</td>
<td>89%</td>
</tr>
<tr>
<td>Horizon Cloud</td>
<td>85%</td>
<td>70%</td>
<td>94%</td>
</tr>
<tr>
<td>Parallels RAS</td>
<td>84%</td>
<td>79%</td>
<td>91%</td>
</tr>
<tr>
<td>vCenter Converter</td>
<td>93%</td>
<td>78%</td>
<td>90%</td>
</tr>
<tr>
<td>VDI</td>
<td>88%</td>
<td>83%</td>
<td>94%</td>
</tr>
<tr>
<td>10ZiG Manager Thin &amp; Zero Client Management Software</td>
<td>93%</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>V2 Cloud</td>
<td>95%</td>
<td>100%</td>
<td>95%</td>
</tr>
<tr>
<td>Horizon 7</td>
<td>80%</td>
<td>78%</td>
<td>85%</td>
</tr>
<tr>
<td>Amazon WorkSpaces</td>
<td>79%</td>
<td>84%</td>
<td>85%</td>
</tr>
<tr>
<td>Vagrant</td>
<td>93%</td>
<td>86%</td>
<td>94%</td>
</tr>
<tr>
<td>Microsoft Application Virtualization</td>
<td>83%</td>
<td>89%</td>
<td>83%</td>
</tr>
<tr>
<td>Red Hat</td>
<td>80%</td>
<td>67%</td>
<td>83%</td>
</tr>
<tr>
<td>Nerio</td>
<td>90%</td>
<td>73%</td>
<td>92%</td>
</tr>
<tr>
<td>Average</td>
<td>87%</td>
<td>83%</td>
<td>91%</td>
</tr>
</tbody>
</table>

*N/A is displayed when fewer than five responses were received for the question.

**Net Promoter Score ranges from -100 to +100**
### Additional Data for Virtual Desktop Infrastructure (VDI)

The table below includes a breakdown of the customer segments for each product, as represented by G2 reviewers.

#### Customers by Size

<table>
<thead>
<tr>
<th>Product</th>
<th>Small Business (50 or fewer emp.)</th>
<th>Mid-Market (51-1000 emp.)</th>
<th>Enterprise (&gt;1000 emp.)</th>
</tr>
</thead>
<tbody>
<tr>
<td>VirtualBox</td>
<td>41%</td>
<td>35%</td>
<td>25%</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>14%</td>
<td>27%</td>
<td>59%</td>
</tr>
<tr>
<td>Fusion</td>
<td>27%</td>
<td>25%</td>
<td>48%</td>
</tr>
<tr>
<td>Workstation Pro</td>
<td>31%</td>
<td>36%</td>
<td>33%</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>63%</td>
<td>19%</td>
<td>19%</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>14%</td>
<td>35%</td>
<td>50%</td>
</tr>
<tr>
<td>Horizon Cloud</td>
<td>8%</td>
<td>48%</td>
<td>46%</td>
</tr>
<tr>
<td>Parallels RAS</td>
<td>49%</td>
<td>24%</td>
<td>27%</td>
</tr>
<tr>
<td>vCenter Converter</td>
<td>40%</td>
<td>30%</td>
<td>30%</td>
</tr>
<tr>
<td>VDI</td>
<td>33%</td>
<td>28%</td>
<td>39%</td>
</tr>
<tr>
<td>10ZiG Manager Thin &amp; Zero Client Management Software</td>
<td>25%</td>
<td>76%</td>
<td>0%</td>
</tr>
<tr>
<td>V2 Cloud</td>
<td>64%</td>
<td>18%</td>
<td>18%</td>
</tr>
<tr>
<td>Horizon 7</td>
<td>18%</td>
<td>46%</td>
<td>37%</td>
</tr>
<tr>
<td>Amazon WorkSpaces</td>
<td>18%</td>
<td>28%</td>
<td>54%</td>
</tr>
<tr>
<td>Vagrant</td>
<td>55%</td>
<td>24%</td>
<td>21%</td>
</tr>
<tr>
<td>Microsoft Application Virtualization</td>
<td>40%</td>
<td>40%</td>
<td>20%</td>
</tr>
<tr>
<td>Red Hat</td>
<td>20%</td>
<td>40%</td>
<td>40%</td>
</tr>
<tr>
<td>Nerdio</td>
<td>55%</td>
<td>45%</td>
<td>0%</td>
</tr>
<tr>
<td>Average</td>
<td>34%</td>
<td>34%</td>
<td>31%</td>
</tr>
</tbody>
</table>

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.*

(Additional Data for Virtual Desktop Infrastructure (VDI) continues on next page)
### Additional Data for Virtual Desktop Infrastructure (VDI)

The table below highlights implementation and deployment data as indicated in real user reviews on G2.

#### Implementation

<table>
<thead>
<tr>
<th>Deployment</th>
<th>On-Premise</th>
<th>Avg. Months to Go Live</th>
<th>Implementation Method</th>
<th>Number of Users Purchased</th>
<th>Contract Term</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cloud</td>
<td>0%</td>
<td>100%</td>
<td>1.7</td>
<td>91%</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>In-House Team</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Vendor Services Team</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Third-Party Consultant</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Median Number of Users Bought</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Avg. Contract Term (Months)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>VirtualBox</td>
<td>0%</td>
<td>100%</td>
<td>1.7</td>
<td>91%</td>
<td>12</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>In-House Team</td>
<td>9%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Vendor Services Team</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Third-Party Consultant</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Median Number of Users Bought</td>
<td>12</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Avg. Contract Term (Months)</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>27%</td>
<td>73%</td>
<td>3.5</td>
<td>82%</td>
<td>5%</td>
</tr>
<tr>
<td>Fusion</td>
<td>0%</td>
<td>100%</td>
<td>0.4</td>
<td>100%</td>
<td>5</td>
</tr>
<tr>
<td>Workstation Pro</td>
<td>0%</td>
<td>100%</td>
<td>0.5</td>
<td>100%</td>
<td>5</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>0%</td>
<td>100%</td>
<td>0.6</td>
<td>100%</td>
<td>0</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>0%</td>
<td>100%</td>
<td>3.2</td>
<td>79%</td>
<td>21%</td>
</tr>
<tr>
<td>Horizon Cloud</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Parallels RAS</td>
<td>0%</td>
<td>100%</td>
<td>0.2</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>vCenter Converter</td>
<td>0%</td>
<td>100%</td>
<td>0.7</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>VDI</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>10ZiG Manager Thin &amp; Zero Client Management Software</td>
<td>0%</td>
<td>100%</td>
<td>N/A</td>
<td>100%</td>
<td>0%</td>
</tr>
<tr>
<td>V2 Cloud</td>
<td>88%</td>
<td>13%</td>
<td>0.1</td>
<td>100%</td>
<td>0</td>
</tr>
<tr>
<td>Horizon 7</td>
<td>0%</td>
<td>100%</td>
<td>2.6</td>
<td>95%</td>
<td>5</td>
</tr>
<tr>
<td>Amazon WorkSpaces</td>
<td>81%</td>
<td>19%</td>
<td>3.4</td>
<td>93%</td>
<td>7%</td>
</tr>
<tr>
<td>Vagrant</td>
<td>44%</td>
<td>56%</td>
<td>0.4</td>
<td>100%</td>
<td>0</td>
</tr>
<tr>
<td>Microsoft Application Virtualization</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>80%</td>
<td>0%</td>
</tr>
<tr>
<td>Red Hat</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Nerdio</td>
<td>83%</td>
<td>17%</td>
<td>0.7</td>
<td>50%</td>
<td>5</td>
</tr>
</tbody>
</table>

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.*
### User Adoption and Return on Investment (ROI)

<table>
<thead>
<tr>
<th>Product</th>
<th>Average User Adoption</th>
<th>Payback Period</th>
</tr>
</thead>
<tbody>
<tr>
<td>VirtualBox</td>
<td>49%</td>
<td>10</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>80%</td>
<td>37</td>
</tr>
<tr>
<td>Fusion</td>
<td>52%</td>
<td>5</td>
</tr>
<tr>
<td>Workstation Pro</td>
<td>55%</td>
<td>10</td>
</tr>
<tr>
<td>Hyper-V</td>
<td>39%</td>
<td>15</td>
</tr>
<tr>
<td>Citrix Virtual Apps and Desktops</td>
<td>65%</td>
<td>12</td>
</tr>
<tr>
<td>Horizon Cloud</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Parallels RAS</td>
<td>44%</td>
<td>14</td>
</tr>
<tr>
<td>vCenter Converter</td>
<td>98%</td>
<td>N/A</td>
</tr>
<tr>
<td>VDI</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>10ZiG Manager Thin &amp; Zero Client Management Software</td>
<td>52%</td>
<td>11</td>
</tr>
<tr>
<td>V2 Cloud</td>
<td>87%</td>
<td>3</td>
</tr>
<tr>
<td>Horizon 7</td>
<td>63%</td>
<td>18</td>
</tr>
<tr>
<td>Amazon WorkSpaces</td>
<td>28%</td>
<td>30</td>
</tr>
<tr>
<td>Vagrant</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Microsoft Application Virtualization</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Red Hat</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Nerdi</td>
<td>100%</td>
<td>N/A</td>
</tr>
<tr>
<td>Average</td>
<td>62%</td>
<td>15</td>
</tr>
</tbody>
</table>

*(Additional Data for Virtual Desktop Infrastructure (VDI) continues on next page)*

*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.*
## Additional Data for Virtual Desktop Infrastructure (VDI) (continued)

The table below highlights third-party market presence data used to inform the G2’s Market Presence Score that highlights each product's impact and influence in the category.

### Market Presence

<table>
<thead>
<tr>
<th>Vendor Name</th>
<th>Year Founded</th>
<th>Revenue ($MM)</th>
<th>Employees on LinkedIn (Vendor)</th>
<th>LinkedIn Followers</th>
<th>Twitter Followers (Vendor)</th>
<th>Glassdoor Rating</th>
<th>Alexa Web Traffic Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>VirtualBox</td>
<td>Oracle</td>
<td>$39,831</td>
<td>169,903</td>
<td>4,919,256</td>
<td>772,000</td>
<td>3.6</td>
<td>508</td>
</tr>
<tr>
<td>Citrix Workspace</td>
<td>Citrix</td>
<td>$2,825</td>
<td>10,466</td>
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<td>188,438</td>
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*N/A is displayed when fewer than five responses were received for the question or when data is not publicly available.*