DaaS Evaluation Checklist

When evaluating the best DaaS providers, don't stop at the feature table. Use these questions to uncover what typical comparison guides leave out:

☐ Day-2 Operations & Ongoing Support

- Who owns patching, updates, and upgrades?
- How quickly are outages identified and resolved?
- Is support proactive (monitoring, optimization) or reactive (ticket-based)?
- What SLAs exist for uptime and response time?

☐ Migration Path & Risk Mitigation

- What's the provider's experience migrating from Citrix / Horizon / on-prem VDI?
- Can migration be phased to minimize downtime?
- How are legacy apps handled during transition?
- How are users supported and trained during cutover?

☐ Cost Transparency & Predictability

- What's included in the per-user license?
- Are there extra fees (e.g., data egress, premium support, scaling penalties)?
- How does billing adapt if we scale down as well as up?
- Does the provider supply TCO models over 12–36 months?

☐ Security & Compliance

- Which industry certifications apply to your business (HIPAA, PCI DSS, GDPR, FedRAMP)?
- Where is data stored, and who has access?
- How does the provider support audits with evidence and reporting?
- Does the platform support zero-trust principles and identity management?

☐ Performance & User Experience

- What's the average login time under load?
- How are disconnection rates tracked and mitigated?
- How do remote/BYOD devices perform?
- Is there ongoing monitoring of user satisfaction or experience metrics?

☐ Strategic Fit & Future Readiness

- Does the provider support hybrid and multi-cloud environments?
- Can they adapt during mergers, acquisitions, or workforce expansion?
- What's their product roadmap, and how does it align with your strategy?
- Do they share best practices and insights from other customers?

☐ Cost Governance & FinOps

- How does the provider help you manage and optimize spend post-deployment?
- Do they integrate with FinOps tools or provide cost dashboards?
- How frequently are cost reviews conducted?
- What percentage of customers achieve forecasted ROI?

Need help evaluating DaaS Vendors?

Contact US