



Microsoft Remote Desktop Services

Reviews, tips, and advice from real users



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Product Recap



Microsoft Remote Desktop Services

Microsoft Remote Desktop Services

Recap

Microsoft Remote Desktop Services is a highly regarded remote access tool in addition to being a top-ranked Virtual Desktop Infrastructure (VDI) solution in the marketplace today.

Microsoft Remote Desktop Services (RDS) is a suite of valuable elements of the Windows operating system (OS) that serve specific desired objectives. Microsoft RDS integrates various features that allow approved users to gain access to graphical desktops and Windows applications remotely. Approved users are able to deploy applications or even a complete desktop without having to install anything on their devices. Everything remains in the cloud. This ensures that there are never any compatibility issues and keeps the organization's original network secure at all times. Administrators are also able to ensure that data cannot be stored in any unapproved location, such as the local device, unapproved drives, or any other location.

Microsoft RDS makes it easy for business organizations to access Windows Desktops and other Windows applications remotely to ensure today's busy enterprise organizations are able to maintain the highest levels of productivity at all times. There are two basic ways organizations can effectively utilize RDS.

- **Microsoft Remote Desktop Component:** This allows users to connect with various alternate desktops from their current device. Once the user has gained a secure connection based on the approved administrative permissions, the user can seamlessly access and interact with the remote desktop. Users have the feeling of having this new virtual desktop installed directly on their machine.
- **RemoteApp:** Users are able to easily access cloud-based applications via their own personal desktop computers or other approved mobile devices. This application ensures overall application management is centralized and consistent throughout the entire business enterprise.

Microsoft Remote Desktop Services Benefits

Microsoft Remote Desktop Services has many benefits. Some of its most valuable benefits include:

- Access Windows applications remotely from any device
- Enhanced consistent application performance
- Increased computing resources
- Secure cloud-based data storage.
- Streamlined management processes



Valuable Features

Excerpts from real customer reviews on PeerSpot:



“The main benefit, is that it's easy for us to get the same desktop and do things in the same way regardless of our location.”



Terje Romen

CEO & Owner at Mono AS



“I would recommend Microsoft Remote Desktop Services, especially for general support.”



Phil Ernst

Chief Technology Officer at a computer software company with 11-50 employees



“It allows employees to log on to corporate resources remotely.”



RobertThompson 1

Information Security Manager at a university with 1,001-5,000 employees



“I find the ease of use of Microsoft Remote Desktop Services most valuable, as it allows me to have remote access and connect securely.”



Asutosh Mohanty

Technology Consultant at a tech vendor with 10,001+ employees



“The product's initial setup phase was easy.”



MuhammadNadeem2

SAP manager at Pakistan Telecommunication Limited



“Since the tool has a graphical user interface, it's easier for us to access the server.”



Anto Anish

Consultant at NatWest Group



“You can scale the product.”



BHARAT B SHARMA

Director at Shreenathji Solutions

What users had to say about valuable features:

“I did not face any problems with the product’s performance. It is stable. The solution is easy to use. The application publishing feature is simple. The tool establishes a simple funnel to the server..”

Akos Szirmai

Application Development Specialist at Field consulting Ltd.

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A valuable feature of Microsoft Remote Desktop Services is its native integration with Microsoft platforms. It is enabled by default on any Windows product, which means it is not a third-party utility. Microsoft Remote Desktop Services is available and installed by default for all Microsoft Windows products.

Phil Ernst

Chief Technology Officer at a computer software company with 11-50 employees

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“I have never faced any issues working with Microsoft Remote Desktop Services. You can say that the tool has remote access functionalities that every system or network admin uses. In some case scenarios, we also get the end user to use Microsoft Remote Desktop Services. The tool is simple to use and simple to deploy..”

MuhammadNadeem2

SAP manager at Pakistan Telecommunication Limited

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“I like its familiarity. If you grew up Office environment, we use Outlook and software and everything, it's just familiar. Other than the initial login through the thin client, you don't even realize that you're on the virtual desktop. So it's just familiarity and ease of use.

It allows employees to log on to corporate resources remotely. But, we don't actually use the application publishing feature..”


RobertThompson 1

[Read full review](#) 

Information Security Manager at a university with 1,001-5,000 employees

“The main benefit, is that it's easy for us to get the same desktop and do things in the same way regardless of our location. However, it would sometimes make sense to look at remote Desktop or VDI. My impression is that most of the solutions, especially today, make sense for large corporations with 2000 seats or more. So far, we have not used anything besides remote Desktop..”

Terje Romen

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CEO & Owner at Mono AS

“I find the ease of use of Microsoft Remote Desktop Services most valuable, as it allows me to have remote access and connect securely. Another valuable feature is file transfers, as it enables me to move files between local and remote machines efficiently.

The main benefits that Microsoft Remote Desktop Services provide to me include streamlining my working process, ensuring security, and offering flexibility to connect to virtual desktops and apps from multiple devices..”

Asutosh Mohanty

Technology Consultant at a tech vendor with 10,001+ employees

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Other Solutions Considered

“I have used Citrix in the past as well. I used it for different use cases. We like Microsoft for its small-scale simplicity. It is not VDI, per se. It's just a remote desktop..”

Verified user

Head of Infrastructure and Application Support Department at a financial services firm with 10,001+ employees

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“With Citrix or VMware, the benefit is great if we have many users, however, the cost would be too high for a few users. We have not worked with other solutions in this configuration of companies. .”

Terje Romen

CEO & Owner at Mono AS

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“We used Splashtop solutions, not TeamViewer, and this is also quite a good solution and offers good quality. However, Microsoft's solution offers better support and a more convenient way to optimize support from one administrator to many users. Microsoft's processes are much smoother..”

RafalStas

CEO at a tech services company with 11-50 employees

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“We have not used a different solution for a long time, to be honest. We have used Microsoft. Whenever I looked at competing solutions like Citrix or VMware, the benefit is great if we have many users, however, the cost would be too high for a few users. That's been my conclusion so far. We have not worked with other solutions in this configuration of companies..”

Terje Romen

CEO & Owner at Mono AS

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“We test a lot of solutions as we use a lot of different products with clients. We must remain sharp, so we spend some time looking into many options to see what would work best for each customer.

If it's something new appears in the market, we will install it in order to see if it's okay to recommend to our customers..”

Mihai Dinca

Information Technology Consultant at Eta2u

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“Usually, at the moment, in Poland, the customers are implementing a hybrid solution. We are looking at this approach as well for our customers. The solution can be implemented on-premise and in the cloud. Certainly, most vendors try to position it as a cloud solution. However, sometimes it's quite challenging to convince the customer that the cloud isn't possible. That's why we are looking at vendors who offer broader implementation options..”

RafalStas

CEO at a tech services company with 11-50 employees

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ROI

Real user quotes about their ROI:

“Actually, there are many many other products that provide remote access capabilities. If we compare Microsoft Remote Desktop Services with the other products, I would recommend the virtual network console and maybe a communication application that can be used with Linux OS. If you start with Microsoft, Remote Desktop Services is a very good tool..”

MuhammadNadeem2

SAP manager at Pakistan Telecommunication Limited

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“In our company, we consider Microsoft Remote Desktop Services as more of an added service than something that generates income for us. We do make a little bit of income with the help of the solution, but most of all, it's just a value-added service that the product provides for our company. Our company won't get rich by selling Microsoft Remote Desktop Services..”

Paul Robbertze

Technical Support Manager at It Outsourced

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“In my particular environment, dealing with classified networks, my biggest return on investment is being able to create a single image and deploy it multiple times rapidly.

When the updates come in, I only have to deploy them once instead of having to walk around to each machine because we're using them as virtual desktops. To me, that's really valuable because if I had to walk around to everybody's machine to apply a patch, that would be extremely inefficient..”

RobertThompson 1

Information Security Manager at a university with 1,001-5,000 employees

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Use Case

“I needed the solution to connect to a service. I need fixed IPs. When I'm working from home, I have a dynamic IP. One of our clients has opened a server with a fixed IP for us. We connect to the server using Microsoft Remote Desktop Services..”

Akos Szirmai

Application Development Specialist at Field consulting Ltd.

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“The users connect to a central server and share the physical or visual server resources. They use the remote desktop environment for office documents, operations, and company-specific programs..”

OğuzKalaycı

system engineer at Yaşar Holding

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My primary use case for Microsoft Remote Desktop Services is for remote access to a work computer, which includes working from home and accessing a work computer or server management. It involves being able to remotely access the server and get to the console.

Phil Ernst

Chief Technology Officer at a computer software company with 11-50 employees

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“We use it for file repositories, project sharing with Teams, and most of our business intelligence work. We manage around 30 to 40 projects using these resources, mainly on SharePoint.

We use SharePoint here since we're a public university. We have access to all Microsoft platforms. Also, we use Google for email, but they're restricting access for public universities, so we're mostly migrating to Microsoft..”

AngeloPerkusich

Executive Director/ Head of Innovation at Universidade Federal de Campina Grande

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“My current use case for Microsoft Remote Desktop Services is connecting to services which are specific to a remote location because I am working from India. There are times that I need to connect to those services, so via Microsoft Remote Desktop Services, I access that system because I need to connect to VPN. Some services are specific to a particular location and shouldn't be accessed here, so I connect to that Remote Desktop to use it. It's mainly for support and management activities..”

Asutosh Mohanty

Technology Consultant at a tech vendor with 10,001+ employees

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“In a way, we have some virtual solutions, at least RDS from Microsoft Hyper V. That's what we're using today, but not for everyone. Some people do use it. It's more like remote desktop. It's been a long time, at least since Windows Services 2008 or around 2010.

Today, most of our users, among three or four companies sharing software like the ERP system, work on individual workstations or laptops. That's really the main use across the companies today, however, it would sometimes make sense to look at remote Desktop or VDI. My impression is that most solutions, especially today, make sense for large corporations with two thousand seats or more.

So far, we have not used anything besides remote Desktop for, for example, accountants working from various locations or not based in our offices. That's really how we do it today..”

Terje Romen

CEO & Owner at Mono AS

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Setup

The setup process involves configuring and preparing the product or service for use, which may include tasks such as installation, account creation, initial configuration, and troubleshooting any issues that may arise. Below you can find real user quotes about the setup process.

Depending on the use case and limited usage, I would rate the setup five to six out of ten. It can be somewhat complex in some cases, especially when used as an enterprise solution. Some configurations can be complex.

Phil Ernst

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Chief Technology Officer at a computer software company with 11-50 employees

“When it comes to users, it should be easier to create a template and duplicate users. We have done it in an old-fashioned way. If setting up a new user, it usually takes about two or three hours, not days. .”

Terje Romen

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CEO & Owner at Mono AS

“The setup is straightforward. It is easy to deploy. Microsoft provides the necessary documentation, including detailed steps to install and configure the servers. The deployment process can be improved. It can be made more easier..”

OğuzKalaycı

system engineer at Yaşar Holding

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“I would rate my experience with the initial setup an eight out of ten, with ten being the easiest. You do have to have knowledge. You have to know how to apply your licenses, allocate your resources, set up your drives, and everything.

We've built around it, so it integrates very well..”

RobertThompson 1

Information Security Manager at a university with 1,001-5,000 employees

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“The initial setup is easy. The deployment took 10 minutes. I can do the deployment myself. The deployment was not very hard because the tool is part of Windows. We need to set up some parameters with the remote server. They are quite simple steps. I received credentials from the server operator and used them as parameters during the setup. We can reach all the physical servers using the tool..”

Akos Szirmai

Application Development Specialist at Field consulting Ltd.

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“The product's initial setup phase was easy.

I haven't done the product setup process for a long time.

For those who use Microsoft Azure service, the solution is deployed on the cloud model. If someone uses Windows Server, the solution can be deployed on an on-premises or a local cloud model..”

MuhammadNadeem2

SAP manager at Pakistan Telecommunication Limited

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Customer Service and Support

“The support team takes a long time to get back to us. The team takes almost 2 days to respond to us. The wait time is longer than that of Azure and AWS’s support teams..”

Anto Anish

Consultant at NatWest Group

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“We use Microsoft 365, and if we have any issues, we contact support that covers that. We've been satisfied overall with the level of support we get. I have no complaints. .”

Nurah Muhamme

Head, Technical Operation at mynic

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“I don't have much experience with Microsoft services or support.

As far as I've seen, they are there. However, they are kind of slow. That said, it's not something we can generalize and say, "Well, this is Microsoft." In our experience, they are okay. .”

Mihai Dinca

Information Technology Consultant at Eta2u

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“The solution's technical support doesn't get covered under Office 365.

My experience with other Microsoft support, apart from Office 365, has not been that fantastic since I remember being quite shocked using the solution.

I haven't used support for Microsoft Remote Desktop Services..”

Paul Robbertze

Technical Support Manager at It Outsourced

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“I am in contact with support from Microsoft Remote Desktop Services approximately twice or three times a year for a particular topic. They typically have been able to resolve our issues, but it is sometimes difficult to be passed over to someone who understands the issue we are facing through the different levels of support.

I rate the support from Microsoft Remote Desktop Services a four out of five..”

Jan Skola

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Solution Architect at a tech services company with 201-500 employees

“The quality of the customer service and support depends upon what day of the week it is. They're very up and down with their support. Some days, I get really great support, and some days, it's not so great. So, on a scale of one to ten, I'd put them at a five.

It also depends upon what you're licensed for... I mean, if you're licensed for the top-level tier, which I was at my last job, the support was really great. But at this current job, we're not leveled at that level. So, I kind of know what's out there, and I'm left like the kid looking in the candy store with my nose against the window. And that's all because of budgeting and pricing. And I understand that.

Again, depending on who you get and what day you get them, you get great support. Or sometimes, if you get the summer intern, not so great support..”

RobertThompson 1

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Information Security Manager at a university with 1,001-5,000 employees

Other Advice

I would recommend Microsoft Remote Desktop Services, especially for general support. For accessing servers, it is an excellent solution. Overall, I rate the solution as a nine out of ten.

Phil Ernst

Chief Technology Officer at a computer software company with 11-50 employees

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“I don't know whether setting up a two-factor authentication in the product is possible. It is quite simple to access the remote server if the setup is done properly. Overall, I rate the product a 9 out of 10..”

Akos Szirmai

Application Development Specialist at Field consulting Ltd.

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“Mostly we are quite happy with it. However, some of us want a more powerful desktop. When not present, we use a remote tool called Splashtop, which is a good solution for some users. We have about ten licenses for those who need a powerful workstation at the office.

We have not used many different tools. We are never in contact with Microsoft. These are quite basic configurations, to be honest. It's not complicated. AI is coming to or is already in some applications we are using. Not system-wise, however, it might be good.

I'd rate the solution seven out of ten. It's quite good, yet certainly not perfect. .”

Terje Romen

CEO & Owner at Mono AS

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“The remote work concept came into the picture after COVID-19. Before COVID-19, I was a network admin. Many people were using Microsoft Remote Desktop Services for remote access. In my company, if we are at home and want to check if all the backups are taken care of by automated operations and other related activities, we use Microsoft Remote Desktop Services to connect to the Windows Server.

My company uses many Microsoft products, like Office 365, Microsoft teams, MS Office, Excel and SharePoint. Every company uses Microsoft products. All the four companies I have worked at in the past use Microsoft.

I rate the tool an 8 out of 10..”

MuhammadNadeem2

SAP manager at Pakistan Telecommunication Limited

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“I would recommend it, but depending on the scale of your operation and what you have.

So, like, if you're a small shop, one to two administrators, maybe ten to fifteen users, I would absolutely recommend it. If you start getting outside of that, you might want to start looking at other things because there's just some... well, actually, with the new PowerShell tools and everything, you could probably support up to more than that. But, again, it depends upon your needs and what your environment is going to be.

If you're going to be supporting thousands of people, I don't think I'd recommend it. But if you're just up to a hundred, I would recommend it.

Overall, I would rate it an eight out of ten. .”

RobertThompson 1

Information Security Manager at a university with 1,001-5,000 employees

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“I am not working with products such as [Intune](#), [Remote](#) Desktop, or storage solutions such as [Azure](#). Currently, I am using all the Microsoft tools that are available such as Office and Power BI. I have completed some certifications for [Azure](#), but I am not an avid user of Azure. I am not sure if I bought Microsoft Remote Desktop Services on [AWS Marketplace](#) or directly from Microsoft because it is provided through my organization. I have experience with virtualization, but I haven't used the session virtualization feature of Microsoft Remote Desktop Services. I do not use the centralized application management function of Microsoft Remote Desktop Services or the centralized dashboard. The solution is cloud-based. I am using multi-factor authentication through Microsoft Remote Desktop Services, and I would rate it a nine. Overall, I rate Microsoft Remote Desktop Services an eight out of ten..”

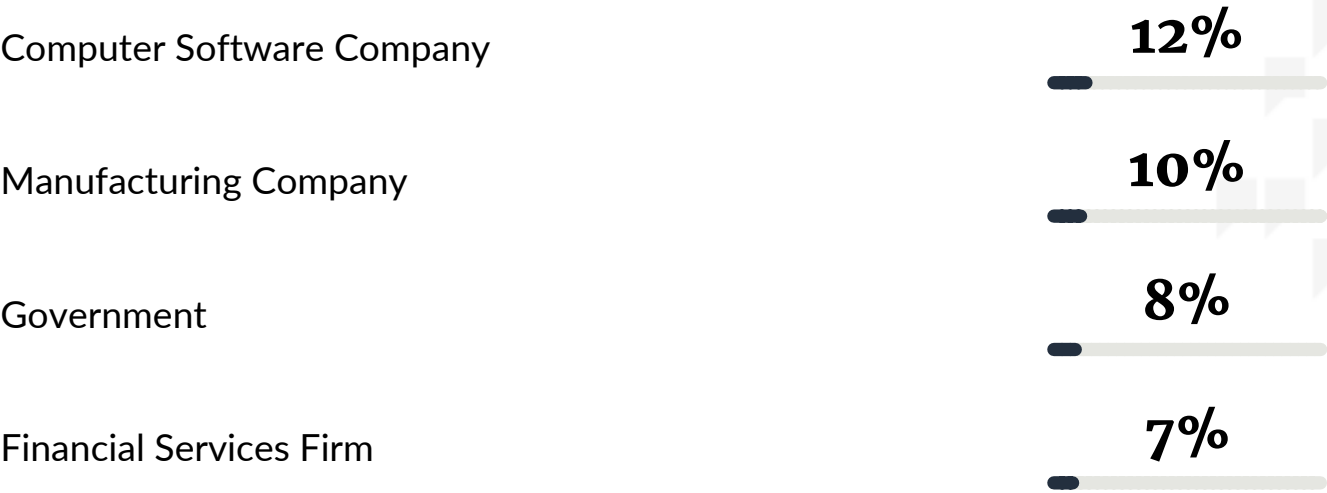
Asutosh Mohanty

Technology Consultant at a tech vendor with 10,001+ employees

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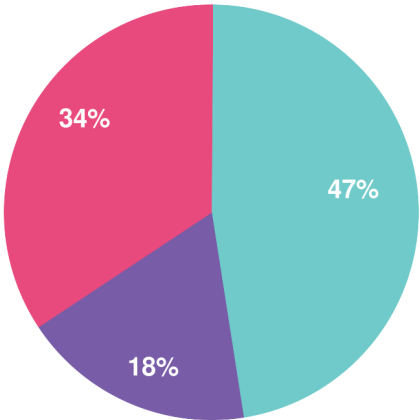
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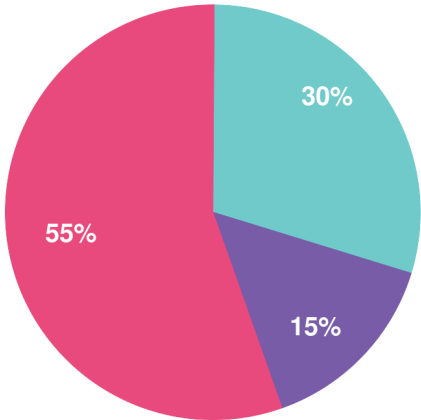
Company Size

by reviewers



Company Size

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 Large Enterprise  Midsized Enterprise  Small Business

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