ISL Online Plans Comparison

Public Cloud (SaaS) vs. Managed Private Cloud (Hybrid)

ISL Online is used daily by thousands of companies around the globe. Technicians use ISL Online to provide technical support to remote clients, or access unattended computers at anytime, from anywhere. ISL Online launches quickly and is extremely easy to use, which can also allow efficient working from home.

ISL Online provides different plans, to best fit your business needs and workflow. Choose between a cloud, on-premise or a hybrid cloud license.

Public Cloud (SaaS)

Public Cloud (SaaS) is the most comfortable plan to start with. All sessions are established via our network of servers. Infrastructure maintenance and guaranteed up-time (High Availability, Monitoring) are provided by the ISL Online team. Using the solution on our public cloud allows instant access to applications, updates and upgrades. ISL Light application and join page can be customized with your logo and colors as an additional security layer.

ISL Online's Public Cloud is a multi-tenant service, providing highly secure Remote Desktop solutions for thousands of companies worldwide. It allows ISL Online to provide an affordable yet effective product to many users around the world, with no maintenance required by the customer.

Managed Private Cloud (Hybrid)

Managed Private Cloud (MPC) is a hybrid cloud remote desktop solution which combines the benefits of public cloud and self-hosted plans. It is provided to large companies as a cloud service, hosted and managed by the ISL Online team.

Managed Private Cloud differs from the Public Cloud service by providing a single-tenant solution. This means that the solution is specifically built and tailored for a single company, allowing for the utmost security that's fully flexible to suit the strictest of requirements. A single-tenant environment also enables control over the entire environment, meaning complete data privacy and full customization - this can include added or modified functionality, and complete re-branding of the applications. Scalability is also a huge benefit of this service, since the product is fully tailored to the users' requirements, any increased usage can easily be handled by instantly allowing more resources. MPC is still fully maintained by the ISL Online team, meaning no maintenance required by the customer.

MPC is a High Availability system provided by ISL Online, which is based on cloud computing technologies (Load Balancing, GeoDNS Technology, Fault-Tolerant, Distributed Session Roaming, etc.). MPC includes at least two ISL Conference Proxy installations, and is fully scalable. ISL Conference Proxy servers are placed in locations of your choosing (or as recommended by the ISL Online team), and more can be added anytime in order to expand the capacity of the system (double, triple etc.) in order to comply with higher SLA requirements. This setup provides complete security, customization and scalability.

MPC brings enhanced benefits from both the public ISL Online cloud (SaaS) solution and the Self-hosted on-premises solution:

100% data control
Meet your most rigorous data security and privacy requirements with the independence and control of a dedicated environment, while offering you the ease of use of a cloud.

Latest upgrades and updates
With MPC you will always have the latest upgrades and updates available, but it will be your decision if and when these should be applied to your private cloud.

Server maintenance by the ISL Online team
Enjoy the agility of the cloud with the peace of mind that our experienced team is monitoring the performance and availability of your network.

Guaranteed up-time (High Availability, Monitoring)
The same tools, methods and procedures are used as for keeping ISL Online's public cloud up and running (99.95% uptime guaranteed).

Premium Support
We know that fast and quality support is the essence of a great service. You can count on our fast reaction time and real-person support whenever you will need it.

OEM customization
MPC offers you the highest level of customization, allowing you to adjust layouts and workflows. ISL Online can transform the remote desktop software to perfectly fit into your existing systems and match your corporate brand style guides.

Integration (ITSM, ERP, CRM…)
ISL Online tools have the ability to integrate into other ITSM tools. Integrations with some tools are already available (Remote Desktop Manager (RDM), freshdesk, freshservice, AutoTask...), and more integrations can be created using ISL Online's API.

External authentication
Microsoft Active Directory, NetIQ eDirectory, OpenLDAP, RADIUS, SAML 2.0

Cloud
(SaaS)

MPC
(Hybrid)

Self-Hosted
(Server License)
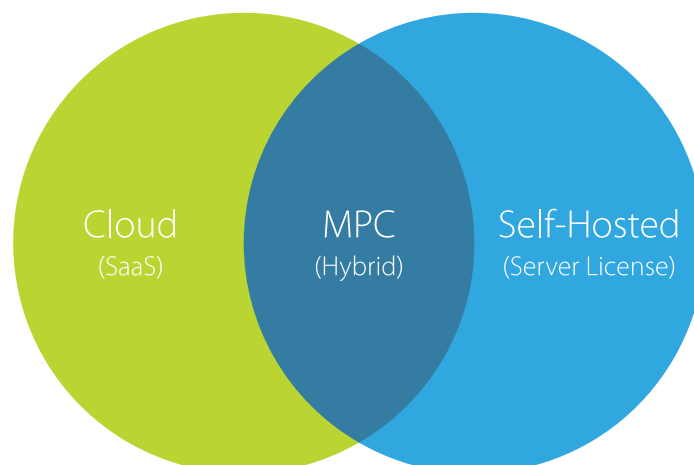
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Tools	Description	Public cloud	MPC
ISL Light	Remote suport	YES	YES
ISL AlwaysOn	Remote access	YES	YES
ISL Pronto	Live Chat	YES	YES
ISL Group	Online meetings	YES	YES

Most requested in-session features	List of Features: www.islonline.com/help/features-list.htm	Public cloud	MPC
View Remote Desktop		YES	YES
Share My Screen		YES	YES
Request Control		YES	YES
Transfer Session		YES	YES
Invite Operator		YES	YES
Connect via RDP/SSH		YES	YES
File Manager		YES	YES
In-session Chat		YES	YES
In-session audio call		YES	YES
In-session video call		YES	YES
Multiple Monitors		YES	YES
Whiteboard Tools		YES	YES
Keyboard Commands		YES	YES
Remote System Info		YES	YES
Administrative mode		YES	YES
Restart and Resume		YES	YES
Black Screen		YES	YES
Record a Session		YES	YES

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Configuration Options	Details	Public cloud	MPC
HTTPS Certificate	Generic / Own	GENERIC	OWN
Hosting (Data Center)	Public / Private	PUBLIC	PUBLIC/ PRIVATE
High Availability (HA)	Single DC / Multiple DC, Geographical Location, Access Rights	YES	YES
Server locations preference	Special location requiements based on your use-cases and policy	NO	YES
Connection Ports	80 / 443 / 7615	YES	YES CUSTOMIZABLE
HTTP Security Headers	Default / Custom	DEFAULT	YES CUSTOMIZABLE
RSA Keys	2048 / 4096	YES	YES CUSTOMIZABLE
Access Point Layout	Default / Custom	YES	YES
Two-Factor Authentication (2FA)	Phone, Email, Authentication Apps, FIDO U2F Security Keys by Yubico	YES	YES
External User Authentication	Microsoft Active Directory, NetIQ eDirectory, OpenLDAP, RADIUS, SAML 2.0	NO	YES
Integration Options	ITSM, CRM, ERP, etc.	LIMITED	YES
Customization	Logo, Skin and Text Messages, User Interface Elements and Workflows, White Labelling (OEM)	YES	YES
LAN	Setup in a LAN network without Internet access	NO	YES
Personal Data	Full control over the data flow, storage and retention policy (GDPR)	DEFAULT	YES
Other	Session Recording, Features Restriction, Logs and Accountability, Access Filters, etc.	YES	YES CUSTOMIZABLE

Included in Plans

	Public cloud	MPC
Unlimited number of users and devices	YES	YES
Desktop and mobile apps	YES	YES
All upgrades and updates	YES	YES
Cloud computing architecture	YES	YES
24/7 monitoring and remote management	YES	YES
Premium support	OPTIONAL	YES
Customisation options	YES	YES

Technical specifications

Full disk encryption

The data on MPC servers hosted by ISL Online are encrypted with LUKS encryption tool, using aes-xts-plain64 encryption. Full Disk Encryption is used, meaning both root and data partition are encrypted.

Server setup, administration and access

MPC servers are usually cloud instances using AWS, Azure, Linode or our own hardware in specified location. Servers are set up and hardened according to our in-house ISO 27001:2013 certified procedures. When physical servers are used, the physical access is restricted according to the data centre selected in accordance with the customer. Logical access is implemented via different restriction methods set up in accordance with the customer. By default, all communication is encrypted and configuration access is limited to the localhost address, or a specific IP range.

Server locations

Locations are agreed upon with the customer. Servers are placed as close geographically as possible to the customer's technicians.

Data synchronization

Data is replicated across the servers provisioning the service.

Data backup

The default backup solution is provided by ISL Online's in-house solution. The ISL Online backup server makes weekly (full) and daily (database) backups. Backups at rest on ISL Online backup server is encrypted and cannot be decrypted without a key controlled by the ISL Online Operations team.

When MPC servers are hosted by the customer, it's possible to setup own backup solution. This could be the case when a company would like to use their own backup infrastructure, or have stricter measures regarding the possession of their data or shipping logs to external systems.

IT professionals and help desk technicians have been using ISL Online since 2001.

Take the Next Step and Request a PoC