

A scenic landscape featuring a winding asphalt road with red brick curbs. The road curves through a lush area with green bushes and trees. In the background, there are rugged mountains under a blue sky with scattered white clouds. The overall scene is bright and clear.

Adapting to Digital Workspaces

Defining the “NEW” normal

Prior to COVID-19 and Social Distancing

- Work is location centric
- Meetings are held in person
- Processes are based on physical interaction
- Security perimeters are localized
- Infrastructure is localized or network minimized

After COVID-19 and Social Distancing

- Continuity of Operations Planning (COOP) plans implemented
- Telecommuting infrastructure scaled to facilitate full time telework
- Technical challenges addressed with workarounds or best effort temporary solutions

Challenges

Access - How to connect remotely to resources needed for work

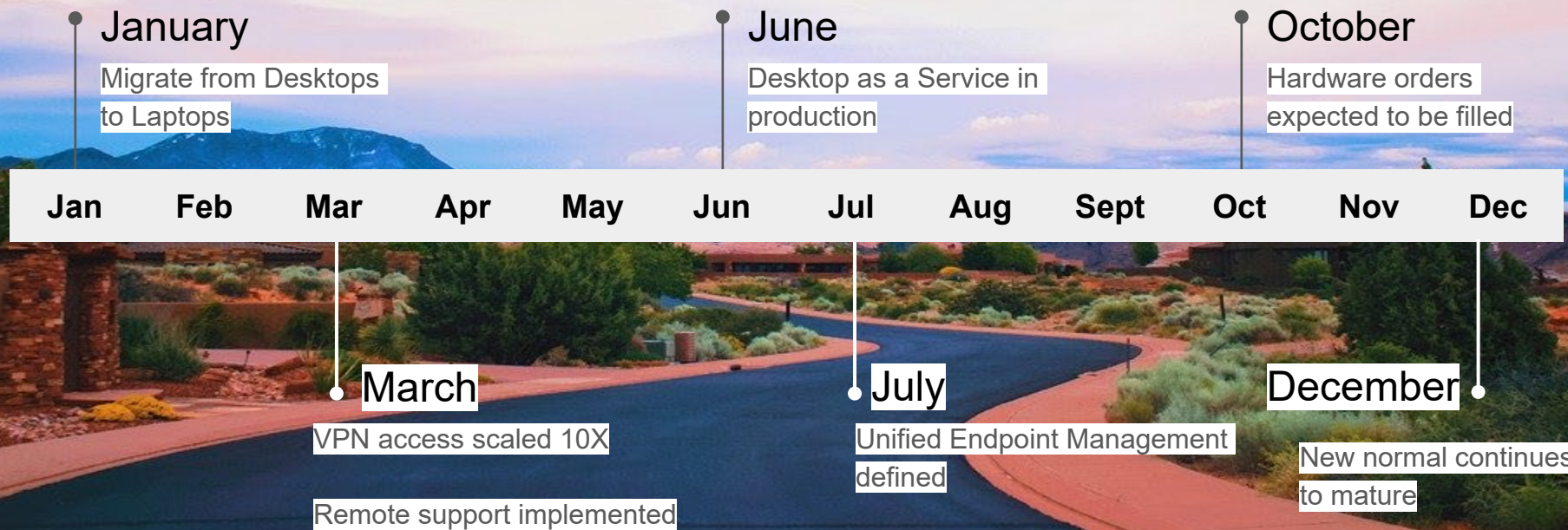
Security - How to keep resources safe while being accessed remotely

Support - How to provide assistance remotely

Transformation - How to modify processes to adapt to new requirements

Technology Roadmap - Access

Providing remote access



Providing Remote Access

Virtual Private Network (VPN)

Remote Desktop Access (RDP, RDS, RAS)

Voice over Internet Protocol (VOIP) and soft phones

Web Conferencing and Webcasting

Printing

Electronic and Digital Signatures

Securing Remote Access

Multi Factor Authentication (MFA)

Network Access Control (NAC)

Endpoint Protection Software (Antivirus and Antimalware)

Unified Endpoint Management

Supporting Remote Access

Remote View \ Control

Simplified Troubleshooting

User or Customer Experience Monitoring (UX or CX)

Supply Chain Issues

Transformation to Remote Access

“...the key to digital transformation is re-envisioning and driving change in how the company operates. That’s a management and people challenge, not just a technology one.”

CAPGEMINI CONSULTING, DIGITAL TRANSFORMATION REPORT

A scenic landscape featuring a winding asphalt road in the foreground, leading towards a valley with green shrubs and a stone wall on the left. In the background, there are rolling hills and a prominent mountain range under a sky with scattered clouds. The overall scene is bright and clear.

Transformation Use Cases

“The key to success is often the ability to adapt.” - Confucious

Questions

A scenic landscape featuring a winding asphalt road in the foreground, bordered by a red brick curb. The road curves through a lush area with green bushes and trees. In the background, there are rolling hills and mountains under a vast, cloudy sky with soft lighting, suggesting dawn or dusk. A stone wall is visible on the left side of the road.

“It is a law of nature we overlook, that intellectual versatility is the compensation for change, danger, and trouble.”

-H. G. Wells