Work from Home

5

PROVEN WAYS

to Improve Work from Home Success

- Assessments & Planning
- Performance Ready Technology
- Support, Fleet Management & Reporting
- IT Inventory Management
- Cybersecurity

Whether your organization's Work from Home situation is short or long-term, increasing employee productivity, security, and overall user satisfaction is essential.

DG Technology is a national leader in delivering proven, friction-less, and turn-key solutions to improve and better secure the work from home experience.

See next page for details >

Learn more:
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The Challenges of the New Work from Home World

Today, most organizations are challenged to fully support their Work from Home environments. In the initial "rush to remote" organizations for the most part only considered immediate hardware requirements.

Phase II of the Work from Home challenge will require organizations to consider and solve for these issues:

PROCUREMENT/LOGISTICS/BREAK–FIX

To optimize performance and work flow, technology spend, and to ensure operational continuity, organizations will have to become more proficient in managing the unique logistical challenge of work from home. Break-Fix, which used to be convenient, now requires efficient outbound shipments (with a service level), as well as reverse logistics for inoperable hardware - all with asset tracking and repair or replacement planning. The importance of spare inventory management increases.

USER SEGMENTATION

It is important to define what device, peripherals, collaboration tools, phones, headsets, OEM warranties are required for each work role.

IT ASSET MANAGEMENT

IT will no longer be able to see and touch all their assets without an ITAM program.

PATCHING

Off-domain assets need special attention to keep patches up to date.

LICENSING

VPN and web-based applications will be impacted. Virtual desktop demand is up and this opens up opportunities to evaluate licensing consumption models – concurrent users, etc.

CONNECTIVITY

Work from Home users must be provided reliable, secure connectivity including possibly a static IP, firewall and business class connectivity where quality of service (QoS) can be managed.

SERVICE DESK

Hours may need to be extended. IT service desk utilization may need to be right-sized. Tools may need to be different to support our new reality.

SECURITY

How do off-domain, personal devices, patching and different connectivity effect a hardened endpoint. How does access need to be changed. What improvements need to be made in multi-factor or double-factor authentication protocols?

ENHANCING THE USER EXPERIENCE

Self-service tools, modern management, zero touch deployment should be considered to improve UX.

METRICS

What metrics need to be collected? How do organizations manage and measure metrics from remote users? Will their service desk tools work from home? Will their Automatic Call Distribution (ACD) work from home? How is employee productivity measured and reported?

ASSET DISPOSITION

How are remote assets collected, tracked and Asset Management systems updated?

This may seem like a daunting challenge. The good news is, DG Technology has proven solutions to make your Work from Home program a success.

1 Assessment & Planning

DG Technology's Secure Technology Logistics experts will consult with you on better understanding the challenges and opportunities of the work from home environment and prepare detailed implementation plans.

✓ Provide in-depth assessments of current and desired WFH environments

✓ Identify and define user segments

✓ Deliver expert analysis of hardware and software requirements to optimize productivity and manage costs

✓ Analyze software licenses and advise on potential savings and audit risk

2 Performance Ready Technology

We help our clients acquire the right technology, at the right value, configured the right way, hardened with the right security to thwart the cyber threats of today and tomorrow, and delivered at the right time – all to optimize performance, spend, user experience, supportability, and security.

The Right Devices, Priced Right

✓ Procure all computing form factors and accessories

✓ Procure Work from Home Performance Enhancement Packages
  - Monitors, webcams, speakers, mics, lighting, digital backgrounds
  - Secure Printers

✓ Full Technology Refresh Planning, Procurement and Older device Refurbishing/Recycling

Desk-Ready & Security-Fortified Devices

✓ Asset Tagging and Tracking Employee to Serial #

✓ Device Imaging

✓ Managed Anti-Virus or Endpoint Detection & Response Software Options

✓ Managed Patching Option

✓ IT Service Management (ITSM) Updates

✓ Kitting/Shipping all elements

✓ Warehousing prior to deployment

✓ Spare Inventory Management

✓ Full logistics and reporting

3 Support, Fleet Management, & Reporting

Having the technology isn't enough...a quality support system is essential for continuity and consistency in WFH productivity and satisfaction.
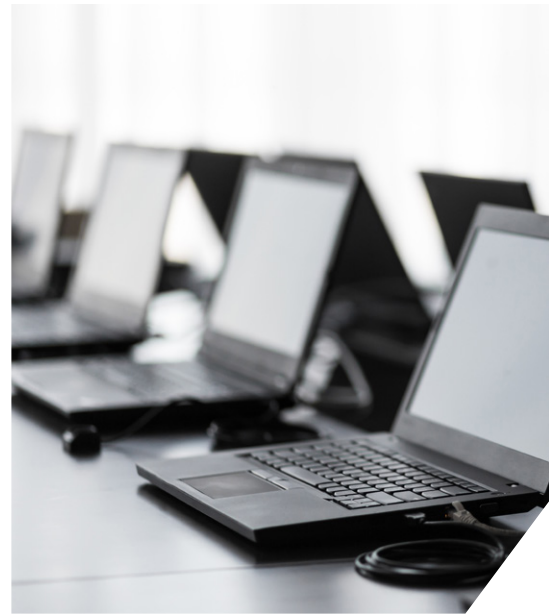
✓ 24/7/365 Onshore Service Desk for hardware and software support and incident resolution

✓ Optional Multi-Year Warranty Programs

✓ Advanced Hardware Replacement/Break-Fix with forward and reverse logistics

✓ Business-Class Internet Installation with on-site or curated remote support

✓ Moves/Adds/Changes

✓ Monthly Reporting

✓ On-Hand Inventory by Part #

✓ Overall Fleet Management & Metrics

✓ Data Erasure and Sanitization/ Decontamination

✓ Refurbishing/Remarketing/ Recycling

4 IT Inventory Management

Keep track of your assets and their assignment in a "single source of truth." DG Technology provides secure, cloud-based visibility to your IT inventory with powerful reporting capabilities.

- ✓ Eliminate time-draining IT asset spreadsheets
- ✓ Cloud-based, so no installation or maintenance
- ✓ Track handout, management, and collection
- ✓ Improved visibility with planning for obsolescence and refresh
- ✓ Integrates with ERP, SIS, and other systems

- ✓ Ability to track:
  - Manufacturer, model, and serial number
  - Device age, status, and condition

5 Cybersecurity

With cyberattacks accelerating at an alarming rate, it's smart to have top cyber experts help you protect your data. DG Technology holistically integrates best-in-class software with top cybersecurity pros to put a protective forcefield around the data in your organization whether remote or on-site.

- ✓ Cybersecurity Consulting
- ✓ Security Program & Vulnerability Assessments
- ✓ Incident Response Planning:
  - Tabletop Simulations
  - Cyber Tracking Software
  - Staff Training
- ✓ Incident Response & Digital Forensics
- ✓ Data Recovery & Systems Remediation

- ✓ Prevention and Detection Strategies & Software Integration
  - 24/7/365 Onshore Remote Monitoring & Management
  - Endpoint Detection & Response or Anti-Virus
  - Managed Patching
  - Managed Back-up

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DG TECHNOLOGY