

InTalent's Virtual Bridge - The BOYD Opportunity

Say 'YES' to device diversity

Enable new ways to Drive Productivity

WHITEPAPER

The BYOD Opportunity

Abstract

Research shows that the bring your own device (BYOD) movement has reached a critical point: a range of studies show that more than half of companies surveyed allow employees to use personally owned devices to access the corporate network. With InTalent's Virtual Bridge as your partner for managing device diversity, you can create a flexible yet secure BYOD environment that increases efficiency, lowers operating costs and drives productivity.

Introduction

The BYOD movement has gone mainstream. Reports from Cisco, Computerworld, CompTIA, Mobilisafe and others indicate that more than half of companies surveyed now permit employee-owned devices in the workplace—and in some sectors the numbers are much higher. New companies are using BYOD as the foundation for their network infrastructure, and a growing number of organizations give employees complete freedom to purchase and use their own devices to access corporate data.

The attraction of BYOD is easy to understand. Smartphones and tablets offer an unprecedented level of flexibility, and when employees buy their own devices, the company can save hardware and IT support costs. The drawbacks, of course, are security and manageability issues. Personal devices could potentially infect the company network with viruses, and private customer or company data can be compromised if the device is lost or stolen. Employers also risk becoming unwittingly responsible for liabilities beyond their control: corporate assets might get mixed with personal data such as family photos and music or, worse yet, with downloaded applications that are not safe or in line with company policy.

The challenge, then, is to implement a BYOD program that supports device diversity while putting the proper safeguards in place and keeping business and personal items separate. InTalent offers pioneering solutions for managing device diversity and gives you the tools to create a BYOD environment that works for everyone—employees and IT companies alike.

A New Approach to BYOD

Our innovative and low cost solutions for end-user computing enable a flexible yet secure BYOD environment. The InTalent's Virtual Bridge approach links applications and customized virtual desktops to user identities, not devices, so end users can access their data from any qualified device, whether they are working in the office or halfway around the world. Corporate and personal digital assets are kept separate in a secure and auditable way. IT controls corporate digital assets, while end users manage and maintain their personal applications and data.

This pragmatic approach to BYOD lets IT leverage hybrid cloud resources to maintain a managed, secure end-user environment while providing new ways for employees to collaborate. IT maintains centralized control over policies, security and delivery of content across devices. Employees can connect to the network 24/7 with the device of their choice - laptop, tablet or smartphone - regardless of whether they are using a Windows, Mac OS, Linux, iOS or Android platform.

The networks that authenticate BYOD devices can be isolated so users access only the data and applications they should. Isolation minimizes the risk of malware coming onto the network, so IT does not need to worry if users have the latest versions of firmware or other software on their personal devices. In addition to Virtual Bridge, InTalent's CloudFarms solution can provide additional levels of protection, such as mitigating the risks of cloud-based storage systems or providing real-time activity monitoring. IT can apply policies at individual or group levels to ensure that single users or whole departments with access to sensitive data operate within stated guidelines. For example, IT can restrict USB capabilities for finance employees and can prevent social security numbers or credit-card information displayed in text files from being copied or printed.

Positive Results

The InTalent's Virtual Bridge model for BYOD can give employees the flexibility to work the way they want, which can increase satisfaction and productivity. End users move seamlessly from device to device and location to location. They can work at any time, from any place, and can connect to corporate systems with little or no assistance from internal IT. Data remains secure with central control of access to corporate systems and data.

When employees choose their own devices, IT spends less time (and money) specifying and purchasing equipment. Routine support and help desk overhead that come with device ownership are directed at the retailer, manufacturer or service provider - not internal IT - and that can lower operational costs and free up resources. For instance, by leveraging desktop virtualization from InTalent's CloudFarms for BYOD, IT can focus more on application and activity management and less on hardware provisioning and maintenance. The ongoing shift toward operating system - neutral applications will make it easier to accommodate new and next- generation devices. User configuration and management become simpler, so a new user can be provisioned in just minutes. Even routine workforce additions and changes become simpler to implement.

BYOD Case Study: A small to medium business of a law firm of approximately 100 employees that provides business and legal insight to clients. Looking to support a highly mobile workforce of lawyers and support staff.

By implementing InTalent's Virtual Bridge hosted in InTalent's CloudFarms as part of its BYOD program, employees can now access their virtual desktops and critical applications from their mobile device of choice, including iPads and laptops. Lawyers and staff can access their virtual desktops at the office on thin clients, in the courtroom on their iPads or anywhere on their personal PCs. As you look beyond desktops, there is an opportunity to offer your employees a secure way to access their applications, share data and collaborate from any device based on the InTalent's solutions.

Key Challenges

- Accommodate reduction in IT staff.
- Maintain high levels of end-user services.
- Improve end-user system uptime.

Solution

- Leverage InTalent's CloudFarms and Virtual Bridge solutions.
- Professional Services to deploy desktops as a service.
- The new architecture also enables a BYOD model so that end users, instead of IT, now procure and set up mobile devices.

Business Benefits

- Reduced number of "tech touches."
- Reduced provisioning times from 4 hours to 10 minutes.
- Improved uptime and availability to end users.
- Cut mobile device costs by 22 percent.

Preparing for BYOD

Solid planning is the first step in any successful BYOD implementation. End users expect seamless functionality from the start, and it is difficult to recover from even small glitches in the initial rollout. After control over access to digital assets is given away, it is hard to take back. In most cases, IT has only one chance to get BYOD right, so it is important to have a detailed strategy and design in place before the project begins.

The planning process often starts with some internal housekeeping, which lets IT revisit your current processes and eliminate outdated methods. Our consultants can help you reappraise present status and rationalize applications, keeping in mind that the tools people use today might not be the tools they really need. The next step is to consider how a BYOD environment will change the way the company operates: Changes in IT support models, service-level agreements (SLAs) with vendors, new skills and knowledge will people need, savings in efficiency and cost. So consider including an educational component in your plan. InTalent offers training and support that can help your staff get up to speed quickly on the new world of BYOD.

While you are evaluating the organization and preparing your implementation plan, start thinking about future BYOD policies. You must assert the right to manage access from all devices, whether they are owned by the company or the user. Seek to manage the minimum footprint required on the device; this approach lets you manage less and manage better. Beyond the standard policies for monitoring activity and enforcing security, consider what defines acceptable use and what will happen if the device is damaged, lost or stolen. For example, policies might state the user's obligation to ensure that a suitable replacement device is made available within a certain timeframe if a primary device becomes inoperable; users must understand their responsibility to remain productive. Likewise, policies might require that users report device loss or theft within a certain time period, so that you can intervene to disable access and delete corporate data. Your right to take action in emergencies—such as the right to remotely erase the device if it is stolen—must also be made clear. The aim is to create policies that protect corporate assets and limit liability while maximizing the user's ability to be productive, make decisions and think creatively.

Strategic Transformation

Saying “yes” to BYOD has the potential to transform the way the company operates. It goes beyond giving people a more flexible way to access the network: it presents a fresh opportunity for IT to contribute at a strategic level, as a driver of productivity. InTalent has the expertise that enables you to say “yes” to BYOD with confidence. Our proven solutions for end-user computing facilitate very productive end-user experience while simplifying IT management. Add to this our professional services for planning, implementation and educational support, and you have a trusted partner for a complete BYOD program.

Get the Conversation Started

Whether you are just beginning to consider BYOD or you are already well on the path, InTalent can provide expert guidance.

InTalent’s Virtual Bridge Suite for BYOD

Our portfolio for BYOD includes technologies that help SMBs empower a more agile, productive and connected enterprise:

- **InTalent’s Virtual Bridge** — Deliver rich, personalized virtual desktops as a centrally managed service
 - Virtual Bridge enables a very productive end-user experience while simplifying IT management and reducing the total cost of ownership (TCO) associated with a virtual desktop infrastructure by as much as 50 percent.
- **InTalent’s CloudFarms**
 - Seamless access to applications and data, anywhere, anytime
 - Everywhere data access – in the office, at home or on the road
 - Full collaboration (folder/file sharing with anyone, external user access, versions, comments)
 - Improved end-user productivity by providing end users with secure access to applications and files on any device from anywhere
 - Reduced end-user downtime and service interruptions
 - Access to files each time users log in (stateless desktop)

• InTalent’s Wopt

Wopt delivers optimal WLAN performance in real world conditions, both in planning and on-going maintenance stages of wireless network deployment, which is made possible by Wopt’s Advanced Tuning Technology.

Key Features to InTalent’s Wopt:

- Optimal Wi-Fi performance
- In-depth insights into actual WLAN performance
- Ease of use with an unprecedented feature rich

Professional Services

InTalent’s professional services offer education, account management and onsite, end-to-end consulting services to assist in planning and program execution. We bring depth expertise in a wide range of implementations. With a proven project methodology, InTalent’s professional service provides the assurance that your project starts with a solid foundation and builds on InTalent’s best practices. We offer onsite consultation that include situation analysis and initial planning or a detailed blueprint tailored to your environment. Our education offerings let you increase your staff’s confidence and competence with new technologies.

About InTalent

InTalent is an innovative and emerging leader in Information Technology providing services in the areas of software development, software/application maintenance, IT infrastructure, Enterprise resource planning, customer software solutions and wireless and cloud computing technologies. InTalent is backed by a highly dedicated team of engineers along with an emerging center of excellence in Wireless and Cloud based technologies to provide the highest quality IT solutions, services and resources.

InTalent

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