A secure and scalable cloud-based desktop, application and data solution

NEC Workspace as a Service

Background

Enterprise and government need to transform current working practices and enable the workplace of the future. This means enabling employees to have flexible work models through mobility and on their choice of end-user device. Organisations are realising that an 'anytime, anywhere, any device' digital workspace service will empower teams to collaborate freely, work more efficiently and will improve employee engagement.

Challenges

Business agility

With the entrance of Millennials in the workforce, demand for employees to use their personal compute devices in the workplace has increased - organisations that do not adopt a technology-forward culture will be perceived as inflexible arcane and not adapting to change. Employee engagement will suffer through tedious and time consuming interactions with IT service desks as employees seek ways to make their personal devices work with corporate technology systems.

Intellectual property

Organisation data stored on mobile devices are at risk of data loss and organisations must find ways to store data centrally to reduce these data loss risks.

Maintenance costs

Keeping current with patches and security updates on end user devices is challenging and expensive especially where devices aren't connected to the company network or the internet.

NEC WaaS delivers an improved user experience and predictable costs

Productivity

Organisations need to be competitive and efficient but working on different devices dramatically impacts productivity as information is copied between devices (such as tablets, PCs and room systems) using different applications. Time is lost starting systems, logging on, opening applications and finding documents and files.

A digital workspace provides a consistent but personal experience on any device with the ability to 'pause' your workspace on one device and continue on another device. This seamless experience will improve employee productivity and reduce frustration as staff swap between devices.

Technology overview

The digital workspace is the evolution of current workplace ICT applications and systems. It includes current technologies employees typically use get work done and new technology that can enable and empower employees to adopt flexible and efficient work styles.

New & existing applications (such as HR systems) and core productivity applications; delivered consistently on smartphones, tablets and PCs from any location is the core foundation for the digital workspace.

Optimising the delivery of end user services through automated workflow and self-service empowers employees to tailor and optimise their workspace for their needs. This embedded innovation in the service also ensures WaaS is reliable, consistent and efficient with an integrated audit trail of changes.

Rapid growth in the number and types of mobile enterprise-owned and BYO endpoints is putting increasing pressure on ICT executives to provide an employee-centric digital workspace service that works on these modern devices.

Take-up of cloud computing in Australia is growing substantially with most organisations using some kind of cloud computing solution. Cloud computing improves business agility and lowers the cost of delivering IT services. With improvements in Virtual Desktop Infrastructure (VDI) solutions, these mature technologies can be combined to provide a robust, reliable and innovative digital workspace.

Organisations should be evaluating now whether a cloud-based workspace service will deliver an advantage to employees and the organisation.

Service overview

NEC Workspace as a Service (WaaS) provides a cloud-based desktop, application and data solution for NEC customers to consume 'as a service'.

Customers will have a workspace that is accessed on any supported device with a consistent look and feel. User workspaces can be personalised with settings, data and configuration managed centrally and unique for each user.

This means migrating to new hardware, platforms or operating systems is easy and users experience no loss of productivity by keeping their personal settings and data.

NEC's solution uses industry leading technology including Citrix and Microsoft to deliver a flexible and optimal end-user experience using technology best practices on NEC's Infrastructure as a Service (IaaS) platform in Australian Data Centres.

You can have peace of mind knowing that the WaaS offering is managed by experienced and qualified engineers in Australian operations centres with security certified to ISO 27001 standards.

Benefits

Improved business efficiency

NEC WaaS includes turnkey provisioning of hosted, shared and dedicated desktops delivered securely and at scale. NEC's experts can enable workflows that makes on-boarding and off-boarding of users efficient and controlled.

Employees will benefit from self-service, and automated delivery of apps and services to their digital workspace. This is achieved through an integrated self-service application and desktop store. Users access a store front that automates requests for applications, desktops, or incorporated IT services from any device, all with integrated workflow governance. This dramatically improves end-user experience by streamlining delivery whilst reducing the need for service desk interaction.

Reduced complexity

NEC WaaS reduces the complexity of managing access, security and usability of services in end-user computing environments; by offering an improved user experience through context awareness that optimises the way they consume the appropriate IT services at the right time, location and device.

Flexible and scalable

Users have varying performance, personalisation and mobility requirements. Access requirements range from simple desktop devices and laptops, to offline or wireless access from smartphones and tablets.

NEC WaaS enables virtual delivery of Windows applications and desktops, optimised for the type of device, as well as the network. There is integration capability to NEC and 3rd party cloud services including Office 365 and NEC Unified Communications solutions.

Managed by experts

NEC Australia's strength and expertise as a cloud communications systems integrator is supported by a track record spanning more than 47 years of engineering successful systems and application integration services to Australian organisations; both large and small.

Enables employee mobility

NEC WaaS provides a universal client built for virtually any device across Windows, Mac, Linux, iOS, Android and Chrome OS. For organisations that desire a zero-install option, a clientless (HTML5 web receiver) is also available. The receiver can be used on BYO devices or corporate devices.

Enabling employee mobility is a key driver for many organisations

Secure

NEC WaaS secures your organisation by controlling applications and desktops that use critical data, while allowing users to securely access those applications from any device, on any network.

The technology is both FIPS compliant, and on the Common Criteria evaluation list, to meet the highest security standards of regulated industries. All data remains in the data centre where it can be audited, controlled, and enforced by policies on an end-user device.

Predictable costs

NEC provides simple pricing models driven by end-user requirements to deliver predictable costs and improved business agility to our customers.

Our scalable pricing model allows you to add capacity and new functions on demand, instead of purchasing the technology outright, transforming your expenditure from a capital to an operational expense (CAPEX to OPEX).

Why choose NEC?

NEC Australia is your logical partner when moving to the cloud. We have extensive multi-vendor expertise in migrating customers to new technologies and integrating cloud environments with legacy infrastructure.

We have significant experience in unified communications, contact centres, video conferencing, application development and management, data networking, cloud solutions, managed services and support. NEC has managed end-user workspace solutions for more than 75,000 users across Australian government and enterprise.

We work with you to deliver holistic, successful business solutions that maps to your strategy, operations, people and processes. We also understand the impact that having the right people with the right skills has on your business success.

Our strength and expertise as a cloud communications systems integrator is supported by a track record of engineering success and delivery support to Australian organisations, both large and small since 1969.

Service package options

		Essential	Standard	Premium
Incident Management	Support Hours	8:30 to 17:00 (Mon - Fri)	7:00 to 21:00 (Mon - Sat)	24 x 7 x 365
	Public Holidays			✓
Service Desk		24 x 7	24 x 7	24 x 7
Self-Service Portal		✓	✓	✓
Problem Management				✓
Workspace Specification		Shared CPU and memory suitable for basic workloads	Shared CPU and memory suitable for medium workloads	Shared CPU and memory suitable for heavy workloads
Base Applications Pack (e.g. Firefox, Adobe Reader)		✓	✓	✓
BYO Applications		5 Applications	10 Applications	20 Applications
Customised Self-Service Workflows			2 Standard Workflows	5 Standard Workflows
Basic End-User Monitoring		✓	✓	✓
WaaS Platform Support		✓	✓	✓
End-User Quality of Experience Monitoring			✓	✓
Secure Mobile Data Storage		Optional	Optional	✓
Weekly Summary Report			✓	✓
Weekly Technical Analysis Report				✓
Monthly Standard Report		✓		
Monthly Executive Report			✓	✓
Backup of Workspace and User Configuration		✓	✓	✓

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