

## Enterprise Mobility + Security

Empower your mobile workforce with the tools to communicate and collaborate securely



# Enterprise Mobility + Security

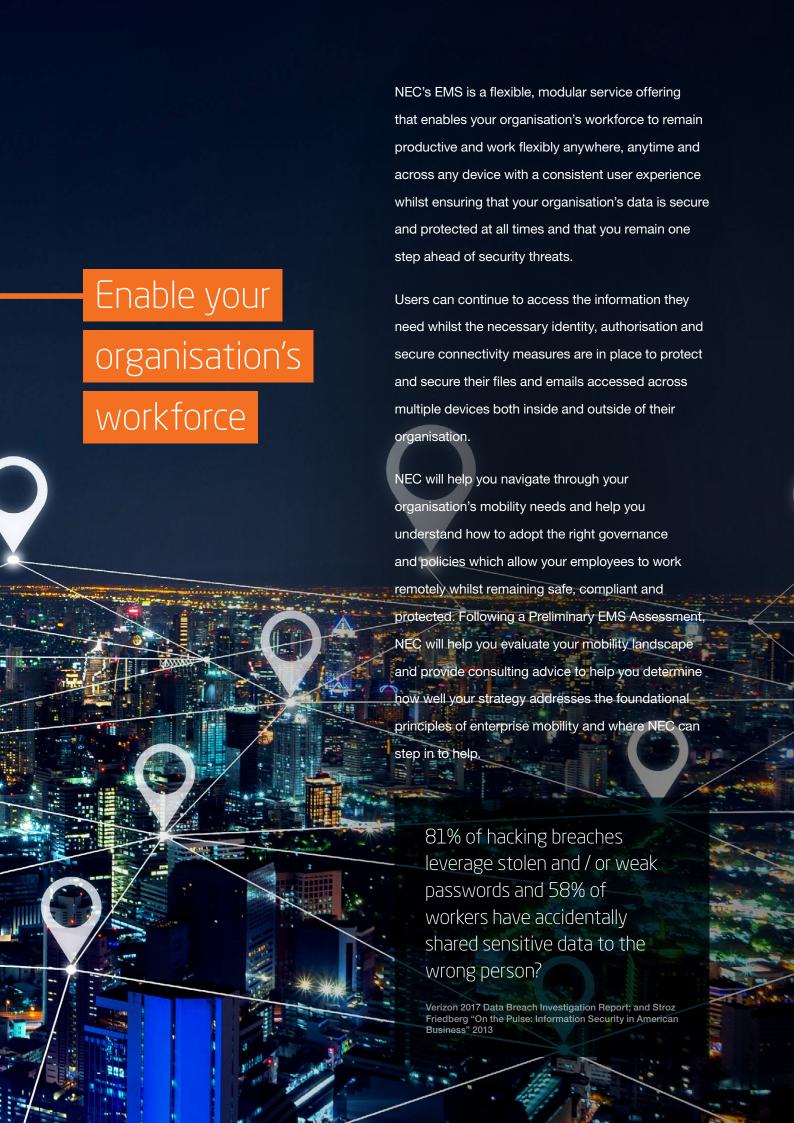
The modern workplace is no longer necessarily made up of an office filled with employees, desks and chairs, rather it is made up of all sorts of different environments where employees choose to work. The idea of working remotely isn't new, but has gained prominence as organisations and employees realise the tangible benefits it can provide.

In more recent times, we have witnessed how during extreme cases, e.g. COVID-19; companies and their entire workforce across the globe have performed all of their roles working remotely. Events of this nature suggest that these shifts in work culture where employees work from home either part-time or permanently are expected to continue in the future. To that end, it is critical that organisations enable their employees to work remotely productively, but also securely.

A poorly managed mobile environment will create frustration with your employees, leave your organisation exposed to uncontrolled data and fail to protect your organisation from security threats, ultimately preventing the benefits that a mobile workforce can provide. It is therefore crucial that organisations engage an experienced provider to support them in their journey to new and flexible ways of working.



Orchestrating a brighter world



Enterprise

Mobility + Security

# Service Modules

# Business Continuity and Recovery Planning

With NEC's Business Continuity and Recovery Planning (BCRP) framework, you can easily and quickly adopt the right tools, templates, governance and policies, allowing your employees to work remotely whilst remaining safe, compliant and protected.

# Identity and Access Management

Manage your identities efficiently and securely by ensuring the right people have the right access to the right resources. Protect, monitor and audit access to critical assets while helping maximise employee productivity.

#### Information Protection

Stay more secure in today's world by adopting a zero trust approach with our help.

Provide more protection to people working anywhere, on any device, with any app using our identity-driven security.

#### Threat Protection

Identify, detect, and respond to threats, compromised identities, and malicious insider actions across your on-premises and cloud environments. Protect your organisation with adaptive, built-in intelligence.

## Enterprise Mobility Management

Enable your workforce to use any device, anywhere, anytime whilst staying protected with a single endpoint management solution.

Securely manage iOS, Android, Windows and macOS devices.

#### Windows Virtual Desktops

Provide your users with a practical, modern and consistent experience with a workspace that's highly scalable, always up to date and available on any device.

NEC's WFH framework
enables businesses to easily
and quickly adopt the right
governance and policies,
allowing your employees
to work remotely whilst
remaining safe, compliant
and protected.

NEC

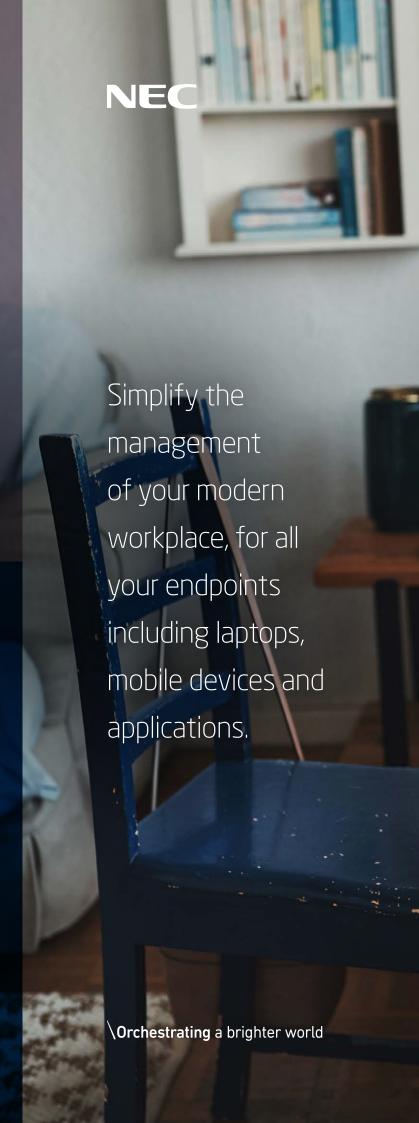
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# Remote User Connectivity

Secure information in transit and control user access to select networks inside your organisation's data centres and cloud environments with additional authentication controls as required.

## Document Authentication

Log which users have accessed documentation and detect when other individuals are looking at sensitive information on authorised devices and automatically shut down the document.



### Benefits

#### Flexible service offering

NEC will help you evaluate your mobility landscape and provide consultative advice to help you determine which services from a suite of service modules available are most suitable to your organisational needs. Customers can also choose from a basic level of support in our Essential's package all the way to 24x7 support in our Premium package.

#### Industry leading technology

NEC is a Microsoft Gold Partner in communications, windows & devices and through our long-standing relationship with Microsoft can provide you with the service and insight required to help you achieve your goals. Leveraging Microsoft's EMS application and platform ecosystem, NEC can deliver you a proven end to end solution that is market-leading technology to serve your needs.

#### Secure your mobile workforce

In a workforce where employees are increasingly working remotely, security is paramount. NEC are able to implement a solution suitable to your organisation with the right governance and policies, which enables employees to work remotely whilst remaining compliant, secure and protected.

#### Managed by experts

Customers can leverage NEC's experience and expertise and access Microsoft certified engineers without having to employ expensive staff directly or invest in significant training. NEC continues to invest in skills and technology as well as product development and research globally and have a track record spanning more than 50 years.

### Our Approach

Following a Preliminary EMS Assessment, NEC will help you evaluate your mobility landscape and provide consulting advice to help you determine how well your strategy addresses the foundational principles of enterprise mobility and where NEC can step in to help.

points and provide advice on solution modules that align with your enterprise mobility landscape and where NEC can step in to help.

NEC can understand your business needs and pain

Use our implementation service to deploy your solution

quickly and effectively and upgrade on-premises
environments to the cloud with qualified experts.

Provide managed services to Microsoft-based

applications and platforms with a tiered support model to suit your specific needs and requirements.

We can provide optimisation services to improve customer business outcomes.





### NEC Enterprise Mobility + Security

### Managed Service

NEC's EMS Service is a flexible service offering and allows you to select the services from a suite of service modules available, which are most suitable to your organisation.

As part of the service offering, NEC has also tiered the service offerings into three packages - Essential, Standard and Premium. Each package has different functions available, with the number of functions offered increasing from Essential through to Premium.

The offerings have been tiered to provide flexibility and service, whilst ensuring that packages can be used to fit different customer requirements and budgets.

The table below summarises the service choices and included functions:

NEC EMS Managed Service Package Summary					
	Essential	Standard	Premium		
Incident management support hours	8:30-17:00 <sup>1</sup> Mon-Fri	8:30-17:00 <sup>2</sup> Mon-Fri	24x7x365 <sup>3</sup> Inc. Public Holidays		
Service desk access	-	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays		
Service assistance portal	~	<b>~</b>	~		
Remote support	~	<b>~</b>	~		
Request fulfilment		Fees Apply			
Service delivery manager	-	~	~		
Service level reports	-	~	<b>✓</b>		
Problem management	-	-	<b>✓</b>		
Major incident management	-	-	~		

NEC EMS Managed Service Package Summary						
	Essential	Standard	Premium			
Vendor escalation	~	~	<b>✓</b>			
Ad-hoc platform reporting	~	~	<b>✓</b>			
Service options - available across all modules						
Preliminary EMS Assessment	<b>~</b>	<b>~</b>	<b>✓</b>			
Consultation advice	Priced on request					
Implementation services	Priced on request					
Optimisation services	Priced on request					

- **1. Essential:** Support provided 8:30-17:00 Monday to Friday, single time zone, access to service desk only via online portal.
- 2. Standard: Support provided 8:30-17:00 Monday to Friday, multiple Australian time zones, access to service desk 8:30-17:00 Monday to Friday, single time zone via phone or online portal.
- **3. Premium:** Support provided 24x7x365, access to service desk 24x7x365 via phone or online portal.

#### Available Service Modules

Business Continuity and Recovery Planning (BCRP)	Remote User Connectivity (VPN)	Enterprise Mobility Management (EMM)	Information Protection
Threat Protection	Identity and Access Management (IAM)	Windows Virtual Desktop (WVD)	Documentation Authentication

### Providing local support to Australian organisations for over 50 years

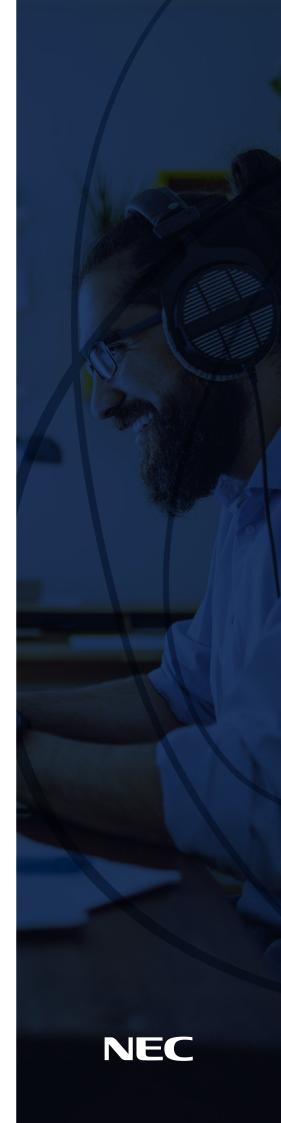
#### Why NEC?

NEC is a Microsoft Gold Partner and holds a number of certifications. We've received awards from Microsoft for delivering innovative, unique and successful projects that drive tangible outcomes for our customers.

NEC excels in providing expertise in communications, security, systems integration and managed services.

We continue to invest in voice expertise, product development and research globally and have a track record spanning more than 50 years of engineering success and delivering support to Australian organisations, both large and small.

- ✓ Preliminary EMS Assessment
- ☑ Single Sign-On (SSO)
- Multi-factor authentication
- ✓ Support your diverse mobile ecosystem
- Deliver the only multi-session Windows 10 virtual desktop experience





#### **For more information:**



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