End User Computing
Solving the Problem

CONTENT

Introduction to EUC and its Core Services

End-User Computing (EUC) is the term used for a dedicated team of IT professionals who put their efforts in providing the employees with the right solutions to the hardware and software, server and networking, firewall, OS and software patching, security-related issues. They act as FPOC (First Point of Contact) to the users for giving IT support. EUC aims at supporting every member with effective and efficient support and services irrespective the size of the organization or number employees .

There are many core services of EUC (End-User Computing) which we will be discussing in detail in this Whitepaper.

Listing down some of the CORE SERVICES OF EUC which helps provide appropriate support and services to the users:
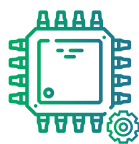
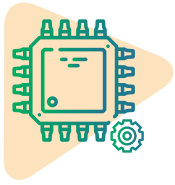Hardware Management System

Software licensing & Managing

Infrastructure management

Security
(Ex- McAfee, OS pathing)

Reporting

Hardware Management System

Hardware Management System refers to maintaining and keeping track of the hardware asset like laptops, desktops, printers, servers and network devices such as switches, routers, repeaters. There is a dedicated asset management team that monitors and keep track of the assets inventory owned by the organization.
Given the dynamic environment of an organization where the asset counts are increasing, the organizations need to maintain one simple database called the Hardware Management system that will capture all the details about the assets for future references. EUC will be the POC (point of contact) for the users for any assets related queries which will be addressed via email, chat or ticketing tool system.

Software License Management

All the licensed and unauthorized software's is being monitored and maintained by the software management or asset management team. They also track the license and software up-gradation. Users are not allowed to install any third party or unauthorized software without the approval of the IT team. IT Team uses multiple tools like SCCM (Software Center Configuration Manager), Flexera and more, to manage the license information and usage/software metering to track the inventory.

Infrastructure Management

Infrastructure Management is the management of some primary components such as policies and process, resources and equipment, support teams and asset teams. Setting-up an IT Infrastructure in an organization, it is crucial to have a structured plan and flow with proper allocation of responsibilities.

Infrastructure Management is all about focusing more on managing the IT function that includes system management, network management, server management storage management and as well as maintaining the outside vendors.

Security

Security is crucial to EUC. It protects assets and software from malware and phishing. There are some parameters which need to be followed in security for EUC. They are as follows:

Anti-virus

01 It is a software that protects the device from all types of security threats like malware, virus, spyware, Trojan and more. EUC will assist you on the best practices to avoid such attacks and probe you to use the anti-virus for protecting your device irrespective of any format. Ex: MacAfee, SEP (Symantec End-point Protection), E-Scan, etc.

Patching

02 It is the set of changes made in fixing bug and updating the new version in all the user's system. Microsoft will publish this for Windows applications. SCCM (Software Center Configuration Manager) is one of the tools used in updating the patches to the SCCM central server will replicate on all the machines and users can install it with one click reducing the workforce and cost.

Software Deployment

03 Software deployment is the process to deliver all the authorized software's to the client systems from the main server. Yet again, we use the same tool SCCM (Software Center Configuration Manager) to deploy all the software's from SCCM server so that it replicates in all users Software Center. User can install by just clicking the install button. The software asset team must manage these processes so that the user will get that software in the SCCM console to connect and reduce the workforce and controlled way of using the licensed software's.

RDP

▶ RDP is a remote desktop connection, which used by EUC for resolving the issues facing by customers remotely. Since EUC is using many applications for taking the remote session to address the issues faced by users.

▶ The concept mainly used by the EUC, in case the user sits at any other country or other location, and he seeks for IT help, they can take this option to fix this issue. We need only user system IP, or we can send any RDP link to the user. EUC team is mostly using this option to support to the end-users and resolve issues remotely without field engineers support.

▶ EUC is using many applications for taking the remote session to address the problems faced by users, RDP is a Remote Desktop Connection, which is used by EUC for resolving the issues faced by customers remotely.

▶ EUC uses this concept to fix these issues remotely with their system IP, or we can send any RDP link to the user without field engineers support when the client/user is at a different location and seeking for IT help.

04

Reporting

Reporting is the thing, which we are sending the report about assets, incident details, server up-time details, network up-time details, and more to the respective lead or manager about the weekly or daily status. IT is using some tools like SCOM, Nagios, and more to report the daily status of the IT environment. It is the detailed report created on the assets, incident, server up-time, network up-time etc. to the respective leads or managers reporting on daily or weekly status. So, the IT team uses tools like SCOM, Nagios in creating daily reports about the IT environment.

Conclusion

End-user computing is the concept, never last until machines are there. Since 2019, we are supporting the users in all formats. However, IT is planning to introduce the automated concept in EUC. BOT's are the next generation in EUC, which will resolve the issue on its own and proactively monitor what is going wrong in machines. EUC (End User Computing) plays a vital role while supporting End-users all over the world. Since IT is introducing more automation in specific roles to improve user satisfaction and resolve the issue quickly. But EUC will not go away anytime, and companies are dependent on EUC for quick actions and in providing effective solutions.

Author Profile

Ranjith Kannan has more than four years of experience in Windows Administrator, Active Directory, Customer Support, System Engineer, Windows Server Engineer, Application Support, Leading the helpdesk team of AAI Application support. He is currently a part of the Infrastructure Management and Security Services business unit in Happiest Minds Technologies Pvt Ltd. He is responsible for leading the helpdesk team of AAI project and handling customer escalations and sharing the reports to higher-level managers on daily, weekly and monthly basis and creating SOP's, Process Management Documents and monitoring the helpdesk applications.

About Happiest Minds Technologies

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Headquartered in Bangalore, India; Happiest Minds has operations in the U.S., UK, The Netherlands, Australia and Middle East.

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