



GUIDE TO KEEP YOUR END-USERS CONNECTED TO THE DIGITAL WORKPLACE DURING DISRUPTIONS

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Author Bio

The global disruption due to the pandemic has massively impacted organizations and the way they function. Organizations are shifting towards a virtual environment by adopting cloud and automation to support, monitor, and deploy exceptional service to their end-users. But how to keep the end-users connected to the digital workplace securely during disruption is a big challenge.

In this whitepaper, we cover the best practices to keep end-users securely connected to the digital workplace and provided an instance of how Happiest Minds Technologies have successfully provided exceptional end-user support to our customers.

INTRODUCTION TO DIGITAL WORKPLACE AND END-USER COMPUTING (EUC)

As many organizations have embraced digital transformation, the expectation of the workplace has also evolved. The influence of distributed offices, remote workers, cross-team collaboration, and the need for instant access to resources has opened an entirely new world of possibilities. End-user Computing (EUC) and **digital workspace** solutions help enterprises shift from a traditional desktop environment to a responsive, digital workspace environment while maintaining compliance and security controls.

IMPACT OF DIGITAL WORKPLACE ON END-USER EXPERIENCE

Allows employees to work from anywhere remotely, any device culture, even to improve their **IT & Infra services**

Enhanced onboarding and Off-Boarding process for the new hires and ensured they get access to all applications and accounts

Provides centralized access to business applications for all the users

Provides cloud-based computing access to the users who works on Infra & Development Operations

Increases the support productivity by providing excellent support to the users, which increases the overall productivity

VDI (Virtual Desktop Infra-Structure) helps users deliver an excellent scalable, secure, high available infra-structure of any EUC related projects

Enhanced customer experience and used C-SAT & D-SAT methods in the ticketing tool for customer feedback



IMPACT OF MOBILE DEVICES ON DIGITAL WORKPLACE

With the rise in the adoption of digital workplace & BYOD culture, mobile devices have become handy and practical to keep end-users connected seamlessly to the workplace. Organization resources like application, cloud services, emails, and other collaborative tools can now be accessed under fingertips.

These devices need to be monitored continuously to have a seamless and secure environment. Solutions like MDM (Mobile Device Management), MAM (Mobile Application Management), SSO (Single Sign-On), and MFA (Multi-Factor Authentication) enables control over those applications on end-users corporate and personal devices.

Mobile Device Management (MDM) - Administrating, controlling, and managing devices such as mobiles and tablets, including Android and iOS. Intune and Informatica MDM tools are the most used tools for the MDM.

Ex – MS Intune, Esper

Mobile Application Management (MAM) - The administration of accessing and controlling the software and services on the mobile devices owned by the users, it could be BYOD or the corporate machines.

Ex – MS Intune, Manage Engine

Single-Sign-On (SSO) - The concept of SSO allows the users with username and password to authenticate and authorize the real user of the account to access the organization's resources.

Ex – OKTA, RSA Secure ID, OneLogin, MS Azure

MFA (Multi-Factor Authentication) – To receive the code or pass that sends to the user's registered mobile number. These concepts can be used by the person who works remotely, which is also the main factor of the Digital workplace.

WAYS TO KEEP YOUR END-USERS CONNECTED TO DIGITAL WORKPLACE

Ensure all users have access to the company resources with and without VPN access to work remotely, such as VDI, **Cloud Services**, Servers, Internal sites, DB

Use the deploy option to install any software and patches to the user's machine. That will reduce your time to make the process smoother and efficient

Always engage the users to follow the password policy and usage of MFA (Multi-Factor Authentication)

Provide good remote support to the end-users and engage the users to use more collaborative tools to connect remotely to the digital workplace

Implementing virtual onboarding process for new hires

Keeping the system health check on all the user machines to get the issue or the system's status report, which can be done via tools

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Keeping the system health check on all the user machines to get the issue or the system's status report, which can be done via tools

Engage the users to use the ticketing tools to get support from the concern teams and, we can integrate the option to provide the comments or ratings (C-SAT & D-SAT) from the user about the support provided by the concerns

Develop the scripts and fixes as a template for any issues without support team involvement (One-click Fix). This can also be done by the various deployment tools or self-service sites to deploy to the machines that have issues directly

Communicate to the users to use the organization's self-service portal for Windows and MAC to install the authorized software. For windows, we have a tool like Workspace, SCCM (System Center Configuration Manager), and for MAC, we have a tool called JAMF Pro (Just Apple's Management Framework).

Ensure the company's Infra and support are ready when employees are back to the office

HAPPIEST MINDS PLAY IN ENSURING END-USERS ARE CONNECTED SECURELY TO DIGITAL WORKPLACE

Organizations with a resilient strategy can withstand any disruption without interrupting their business function while constantly connecting to their end-users. We at Happiestminds Technologies have adopted an effective methodology to provide excellent support to our end-users, ensuring they are connected to our digital workplace without any disruption.



Asset Management



Remote Support



Deployment and Patching



Device Management



Workplace Support

Asset Management

We have adopted digital technology to our asset management system. We monitor all our organization's assets such as devices, networking components (Switches, Routers, Firewalls, Access points), and more through web-based tools. We make use of that workforce for more effective tasks.

Ex- Manage Engine, Avantis, ServiceNow, Cisco Meraki (Networking)

Remote Support

Remote support is one of the main terminologies that improve the digital workplace connection with end users. Earlier, we had a separate IT team that provided efficient remote support to all users. But now, we have developed and been using many remote support tools to support the end-users remotely. This is one of the developed terminologies to keep the end-users connected in this digital workplace and provide support during any disruptions.

Ex- Manage Engine, Bomgar, TeamViewer, Zoho Assist

Deployment and Patching

Deployment and Patching are also some of the main terminologies in the digital workplace. We can directly install any software and patches using the web-based tool, remotely on the user's machine. This can be reduce time and human efforts when it comes to deploying it to multiple devices and we can gain higher efficiency.

Ex- Manage Engine, SCCM, Self Service portals, or sites

Workplace Support

When we call it workplace support, we have set-up a dedicated team who supports the end-users remotely and are accessible via email or any ticketing tool to complete their requests or issues. All other service supports belong to this terminology, and this plays an important role even in this pandemic situation to support the users.

Collaboration Services

Collaboration services are enterprise collaboration that allows users to work together on documents or any other data types. We use IM tools to integrate communication of all levels with digital workplace.

Ex- MS Office products, Google Products, and more

Products and Services in the Digital workplace

We have several products and services in the Digital workplace to maintain the quality of the Digital workplace in End User Computing.

Secure Connect Services

This focuses on security across the enterprise, which involves IAM (**Identity Access Management**) for secure authentication and authorization to access the user resources and always considers the information protection to secure the user data. We had introduced the concept called SSO (Single Sign-on) for secure login.

Ex- OKTA SSO, MS Azure AD, RSA Secure ID Token.

User Experience Services

User experience service in this Digital workplace always helps to improve customer satisfaction, and we make sure that the process goes well as per the SLA. The introduction of C-SAT & D-SAT further enhances the user's experience with optimal support services from the IT Team. Also, there are several ways to reach out to the support team to get a prompt response and action from them, such as IM Tools, Web-based and Application based ticketing tools, Emails, Chatbot, or agents.



CONCLUSION

This digital workplace brings a work culture from anywhere, any device, and provides better connectivity to end-users & support teams. Leveraging automation further enhances the user experience by providing faster resolution and reduces the support team's burden of working on tedious tasks. So, to keep the end-users continuously connected to the network without any disruption, we need to improve device management, asset, and server monitoring.

Overall, the pandemic has revolutionized the way we work and taught us how our future workplace needs to be aligned with next-gen technology.

AUTHOR BIO



Ranjith Kannan has more than six years of experience as a Windows Administrator, Active Directory, Customer Support, System Engineer, Windows Server Engineer, MDM(Mobile Device Management), OKTA, and Application Support. He has Led the support team of the AAI (Airport Authority of India) Application called DigitalSky. Ranjith is currently, Working under the project of DoubleVerify since April-2020. As a part of the Infrastructure Management and Security Services business unit at Happiest Minds Technologies, he is responsible for taking care of the client users of the APAC Region (India, Australia, Japan & Singapore). Ranjith is also responsible for all the networking devices that integrate with the web-based monitoring system and share the reports to clients and management daily and weekly, handling the escalations.

About Happiest Minds Technologies

Happiest Minds Technologies Limited (NSE: HAPPSTMNDS), a Mindful IT Company, enables digital transformation for enterprises and technology providers by delivering seamless customer experiences, business efficiency and actionable insights. We do this by leveraging a spectrum of disruptive technologies such as: artificial intelligence, blockchain, cloud, digital process automation, internet of things, robotics / drones, security, virtual/augmented reality, etc. Positioned as 'Born Digital. Born Agile', our capabilities span digital solutions, infrastructure, product engineering and security. We deliver these services across industry sectors such as automotive, BFSI, consumer packaged goods, e-commerce, edutech, engineering R&D, hi-tech, manufacturing, retail and travel/transportation/hospitality.