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Remote Working as a Service
Tackling the risks and complexities of working from home

Organisations are facing difficult business continuity and remote-working decisions, that ideally require a simple, secure and consistent way to maintain workforce productivity. While the shift to a remote workforce has been expedited by COVID-19, many organisations have been adopting a mobile approach for some time due to the benefits of working from home.

The mobile workforce uses multiple devices and relies on many applications, which they access directly via the internet. Consequently, companies everywhere are challenged with ensuring that their users have a safe, reliable and consistent digital experience.

Removing the barriers of working remotely

The mobile workforce accesses the company network, applications, and other software that runs in public or hybrid clouds to do their work, exposing organisations to increased risks and complexities.

- **Security threats** and increased exposure to malware, ransomware, viruses, spyware, DNS attacks and inappropriate content;
- **Secure access** to the internet and company networks and the complexity of user-to-app connections;
- **Bandwidth** speed and costs;
- **Voice and data expenditure** due to cellular phone and 3G data usage;
- **Remote workforce voice requirements;**
- **Last mile bottlenecks** on cellular data networks, public Wi-Fi and home digital subscription connections;
- **Unpredictable performance** of business-critical applications;
- **Low productivity** levels; and
- **Complexity and cost** of end user experience monitoring, visibility and performance problem identification, isolation and resolution.

It is critical that organisations set up the right defences and have visibility into the cloud, into the applications, across all internet traffic, and at the endpoint – but are challenged by the volume and complexity of tools available and their own limited resources.

A flexible platform that supports the modern, cloud-connected workforce

The Remote Working as a Service (RWaaS) offering from Datacentrix facilitates clients in achieving remote work that is secure and productive. Clients have the freedom to choose the level of service based on their needs, ecosystem and number of users and can integrate additional products and services as required.

The flexible, fully scalable, white-labelled offering is helping clients eliminate the challenges and risks associated with adopting a remote working policy.

1. Remote office security

The corporate remote office security module delivers end user domain name system (DNS) threat management and reduces exposure to security threats.

2. Bandwidth optimisation

The bandwidth optimisation module offers encrypted, scalable virtual private network connectivity to on-premises and IaaS hosted applications.

3. End user experience management

The user experience management module provides proactive visibility into real end user experience for all applications with automated remediation.

4. Productivity monitoring

The productivity monitoring module monitors and accelerates application access and productivity, and reduces data volumes.

1. Corporate remote office security – scalable protection in minutes

Datacentrix offers a secure internet gateway to help companies of all sizes simplify their network security practice. The solution uses the company's domain name system (DNS), an internet protocol that maps the company's domain name to its IP address, as a first line of defence. With a DNS-layer security solution in place, organisations can close the visibility, protection and control gaps for all activities – anywhere without impacting the users' mobile experience – quickly and easily.

DNS-layer security is delivered from the cloud, with no hardware to install or software to manually update, making it the easiest way to protect end users. As a result, Datacentrix provides clients with enterprise-wide security in minutes. The highly effective security services scale easily with growth, are easy to deploy and manage, and offer fast time-to-value.

2. Bandwidth optimisation – intelligent, dependable connectivity at reduced cost

Datacentrix reduces and optimises bandwidth utilisation, while ensuring highly secure access across PC and mobile devices to bandwidth-intensive applications, cloud services and unified communications. The bandwidth optimisation module extends flexible, policy-driven access to corporate resources across wired, wireless and virtual private networks.

- **Application and cloud acceleration:** Optimised flow, reduced latency, best path selection, eliminated data redundancy, and reduced server workloads are just some of the techniques that are used to dramatically improve application performance, availability and reliability.
- **Secure cloud connect:** Datacentrix offers secure connectivity to various public and private cloud providers through its robust carrier grade network.
- **Enterprise internet access services:** The enterprise internet access offering delivers the high speed, reliable global connectivity that users expect from an interconnected, digital and mobile environment. Clients can select the most appropriate, guaranteed bandwidth package that best suits their digital requirements
- **SD-WAN services:** A set of intelligent software services allow businesses to connect users, devices, and branch office locations across a diverse set of carrier services. SD-WAN-enabled routers dynamically route traffic using intelligent path control based on up-to-the-minute application and network conditions for excellent application experiences. SD-WAN provides centralised control over application performance, bandwidth usage, data privacy and availability.
- **Carrier services:** Datacentrix utilises multiple access mediums in delivering its connectivity services, including fibre; licenced microwave; satellite technologies; 5G; LTE; and APN services. Fully managed services provide 24/7 monitoring and support, affording clients the opportunity to proactively manage their growing demand for high speed bandwidth.
- **Desk to cloud connectivity:** Datacentrix connects branches and home offices with end-to-end connectivity solutions, including home products such as FTTH, unified communications solutions that enable home-office extensions of the corporate telephony network and voice services.

3. User experience management – monitoring and protecting end user experience and productivity

Protecting and managing the end user's digital experience is critical. Datacentrix offers a monitoring tool that gives a view of the users' experience, allowing IT teams to monitor application, device and network performance and prioritise problem resolution for employees working from home, in branches, at head office or on the road. The monitoring tool solves user experience issues before needing to raise a ticket.

Additional services

FTTH/LTE

O365 migration

Home call centre agent

WVDI

Cloud enterprise voice

Workplace communication

Automated ticketing provides an early intervention for IT to check, troubleshoot and stop developing issues and service degradation before influencing the user experience, supporting a high-performance culture in any organisation.

4. Productivity monitoring – fast, predictable application performance from anywhere

Employee productivity levels are directly impacted by applications that do not perform, which is compounded by constant changes in the network latency and bandwidth conditions. To operate effectively, remote workers need to collaborate in real time, download and send files quickly and access company information with no delay from anywhere.

Datacentrix offers a flexible, scalable management tool that is purpose-built for today's dynamic workforce and streamlines the provisioning of large-scale mobile deployments, accelerating the delivery of any application to any user, anywhere. The solution ensures predictable performance of business-critical applications – even on congested networks.

Limited special offer

The innovative four-pronged solutions approach protects organisations from advanced threats, delivers simple and secure network access, as well as visibility and acceleration of application performance for a consistent and successful user experience.

Datacentrix is offering clients a limited 90-day free trial. Contact your Datacentrix representative or Elzette du Preez on edupreez@datacentrix.co.za to take advantage of the available free and expanded offers.