

Datacentrix optimises the new remote workforce, tackles the risks and complexities of working from home



Datacentrix offers local businesses a secure, flexible remote working solution that supports the modern, cloud-connected workforce, with the recent introduction of its new Remote Working as a Service (RWaaS) solution.

“Organisations today are facing many difficult business continuity and remote-working decisions, as expedited by COVID-19,” says Wimpie van Rensburg, Pre-sales Manager: Enterprise at Datacentrix. “While some may have already been in the process of adopting a mobile approach due to the proven benefits of working from home in certain situations, the fact is that most companies have been compelled into this way of operation due to the pandemic, and this working methodology is now here to stay.”

The mobile workforce relies heavily on multiple devices and many applications, which are generally accessed directly via the internet, Van Rensburg continues, and Datacentrix' RWaaS solution is set to help companies eliminate the challenges and risks associated with the adoption of a remote working policy.

“Not only does remote working increase the risk of security threats through greater exposure to malware, ransomware, viruses, spyware, domain name system (DNS) attacks and inappropriate content, it can also have a negative impact on bandwidth speed and costs, while driving up voice and data expenditure due to drastic increases in both mobile data usage and remote workforce voice requirements,” Van Rensburg explains.

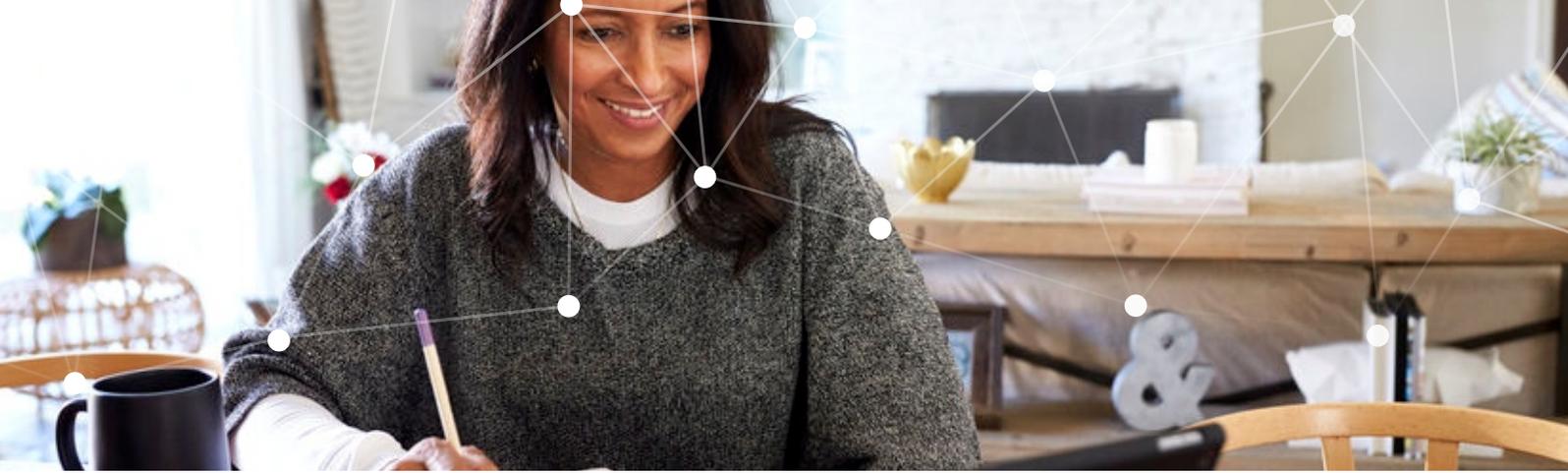
“The unpredictable performance of business-critical applications is another potential complication, as is the

complexity and cost of end-user support, experience monitoring, visibility and performance problem identification, isolation and resolution.

“Organisations must set up the right defences and have visibility into the cloud - as well as all applications - from the perspective of the end user. However, they are challenged by complexities and their limited resources,” he adds.

The Datacentrix RWaaS solution helps remove the barriers to working remotely and is customised according to the client's specific needs, ecosystem and number of users. Features include:

1. **Remote endpoint security:** The corporate remote endpoint security solution delivers DNS threat management and protection from security threats.
2. **Bandwidth optimisation:** The optimisation solution accelerates on-premise and cloud-based application performance, while overcoming the limitations of application latency, bandwidth constraints, network congestion and the associated cost of data bundles.
3. **End-user experience management:** The user experience management solution provides proactive granular visibility into the real end-user experience for all applications with automated remediation.
4. **Productivity monitoring:** The productivity monitoring solution monitors and accelerates application access and productivity, and reduces data volumes.



Furthermore, Datacentrix supports the integration of add-on products and services, such as:

- **End-user devices:** Compute solutions for the end user from entry-level to top-end devices, including a bandwidth-saving application.
- **Power back-up:** Uninterrupted power supply for end user devices as well as various battery units for routers and fibre devices.
- **Enterprise internet access services:** This offering delivers the fast, 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
- **Software-defined WAN (SD-WAN) services:** A set of intelligent software services allows 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. This service also provides centralised control over application performance, bandwidth usage, data privacy and availability.
- **Carrier services:** Datacentrix utilises multiple access media in delivering its connectivity services, including fibre, licensed microwave, satellite technologies, 5G, LTE and APN services. Fully-managed services provide 24/7 monitoring and support, enabling clients 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 fibre to the home (FTTH), unified communications solutions that enable home-office extensions of the corporate telephony network, and voice services.

The evolving network, and the way in which employees access their work from home, means that businesses need to urgently review their security architecture to address the gaps in visibility, protection and control, says Van Rensburg. "Datacentrix offers a secure internet gateway to help companies of all sizes simplify their network security practice. The solution uses DNS, an

internet protocol that maps service names to their IP address, as the first line of defence."

With a DNS-layer security solution in place, organisations can close the gaps for many activities quickly and easily, and without affecting the users' mobile experience. "Remarkable improvements in operational efficiencies stemming from the DNS-layer security solution were revealed during a client survey with Revalidate. Eighty-five percent of respondents reported time to value in under a week, more than 50 percent testified to a 75 percent reduction in malware, and 70 percent said that alerts from other security systems were halved.

"And from a bandwidth optimisation perspective, the remote workforce can now enjoy a local-like application experience from anywhere in the world, while being more productive. Data and bandwidth consumption can be reduced by up to 99 percent, Software as a Service (SaaS) and corporate application performance can be increased ten-fold, application protocol round trips, latency and support costs can all be lowered, and downloads are 75 percent faster and with up to 40 times acceleration," reports Van Rensburg.

"The local workplace needs a simple, secure and consistent way to maintain workforce productivity, and Datacentrix' solutions approach, which will provide protection against advanced threats, deliver simple and secure network access, as well as provide visibility and acceleration of application performance for a consistent and successful user experience, delivers this," he concludes.