



MAKE THE MOVE TO MOBILE IT

Employee mobility: a dangerous dilemma

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As digital technologies continue to transform our lives, organisations of all sizes must continue to innovate if they want to keep pace and stay competitive.



Today, we live in a world where everything is connected: across cities and campuses, countries and continents. Influenced by the freedom and convenience they already experience in their personal lives, enterprise employees now expect to be able to work anywhere, anytime on any device, exactly as they would in their office. This creates a headache for IT departments tasked with providing an 'always-available' IT environment that satisfies user needs without compromising security, infrastructure or compliance.

This challenge is made even harder by the fact that many enterprise technology infrastructures still operate a traditional IT model, which focuses on providing employees with a consistently good office user experience delivered via on-premise hardware, on-site maintenance and corporate network connectivity inside a firewall that keeps data protected.

However, when those same employees step outside the building, the real challenges begin. They still require - and demand - access to the same systems and software they use to get the job done at their desks. But now, more than ever, they need it at home, on the train, in the local coffee shop and anywhere else they care to login: seamlessly and immediately.

Traditional IT services struggle to cope with this new breed of professional mobility. So, expectations aren't met, and impatient employees find their own 'workaround' solutions to access what they need. This thinking is understandable, but not advisable. Ad hoc, un-policed, disparate technology solutions create enormous issues for corporate IT security and management - which impact productivity, increase workload and may even damage company reputation.

What's more, those users who are mainly accessing cloud services may not need to connect 'back to base' for long periods, meaning critical security updates may not get applied. As a result, their organisations' IT security ends up getting progressively worse over time.

This situation isn't just unsustainable. It's also a pain for everyone involved. For employees, who get stressed about whether they'll be able to work on the files and contact the people they need to when they're not in the office and grow frustrated with having to firefight IT problems themselves. And for IT support workers, who devote all their time and effort to maintaining and updating systems across multiple environments, in the face of constantly evolving OS updates and security patches for an ever-expanding myriad of devices.

Everybody means well - but no one gets what they want. IT departments simply don't have the money or resources to keep up, so devices gradually become unsecure, too much is spent on unused product licences, equipment ceases to be fit for purpose and remote working strategies fall further behind the curve.

What's more, these issues won't go away on their own. As technology continues to rapidly advance, employees will in turn increasingly demand to work on their own terms, with elevating IT expectations. These expectations are already being exacerbated by ambitious young graduates entering the employment world. Having been used to a high standard of technology provision at their educational institutions, they will reasonably assume they'll enjoy the same standards in their professional lives. Anything less will ultimately disappoint them: meaning organisations which don't invest properly in IT will also fail to recruit and retain the best talent.

It's a complex dilemma, but a common one. What is certain, is that time is of the essence. Businesses that don't move fast to create a credible, secure and flexible technology environment for their employees, for the long-term, will simply get left behind.

Too cautious for the cloud?

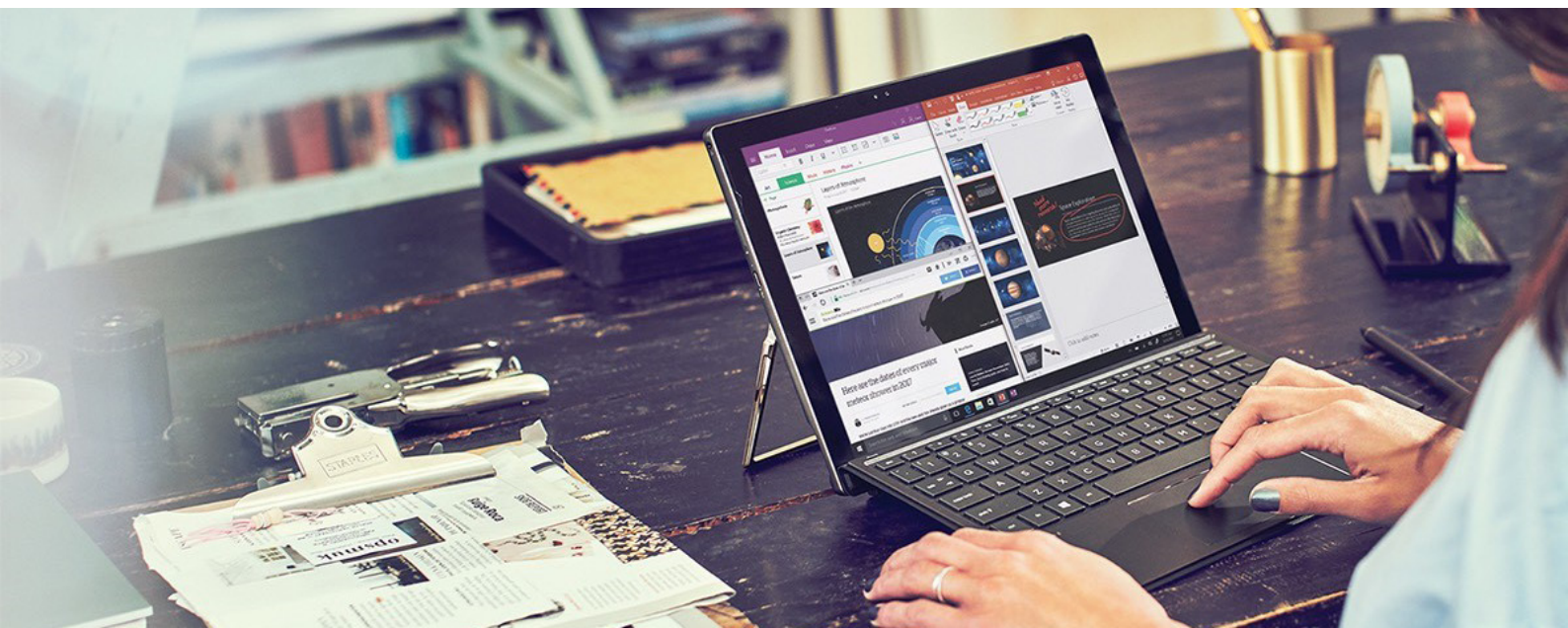
Many of these mobile IT challenges can be met by deploying cloud technologies which deliver services on-demand, anywhere, connecting devices and locations seamlessly while keeping operational costs down using software-as-a-service. While this requires proper preparation and sounds strategic thinking, it can open the door to affordable, agile IT which can be managed internally and updated more easily.

This is all good in theory. But in practice, many employees remain nervous about making such a major transition in minimal time. They may want flexibility, but they also want to continue working with what they know. It's human nature to fear change - and it's no different with technology. The cloud can feel uncomfortable, too much of a stretch from their familiar ecosystem, too disruptive and sudden. Businesses must break down these behavioural barriers by demonstrating not only that the cloud is nothing to feel bad about - but also that it can revolutionise the way we all work and enable us to achieve more, wherever we are. Ultimately, your successful strategy will be the one that gives employees access to a solution which is simple, seamless and secure... but not scary!

Beware!

Deploying remote desktops, windows virtual desktops or other similar technologies is not cloud native working. Instead, you are pushing traditional it solutions to your employees using an inferior user experience - which can leave them more frustrated and constrained than before.

This is essential, because the biggest threat to your corporate security is your own end users. If you don't offer them the applications and configurations, they require to stay productive, they'll find their own way of doing it. And the chances are, it won't be compliant or constructive. This is the stuff of security nightmares, and it can be extremely detrimental to your business.



Connect by Centrality: built for your business

The cloud-based working solution that provides maximum security and a consistent user experience, wherever you are.



Best-in-class security

Comprehensive protection that meets National Cyber Security Centre best practices, with added protection from Microsoft's Enterprise Mobility and Security suite.



Fast implementation

Configure in a little as two weeks – and fully deploy to remote home-based workers without any disruption to your existing IT solution.



Full remote deployment

With the ability to update your staff and roll out Connect by Centrality fully remote there is no need to wait until your staff are back in the office to get started.



Fully flexible working

Employees can access what they need, anywhere at any time: for a consistent user experience which doesn't compromise security.



Cost effective

No up-front fees pay only for what you use. Everything is fully managed 24x7.



Customised to your business

Choose from a range of standard and specialised apps according to your needs.



Cokethorpe
SCHOOL

Digital transformation for teaching

Case Study

Cokethorpe School is an independent school at Hardwick, West Oxfordshire, about 2.5 miles south of Witney. It was founded in 1957 by Francis Brown. The school has about 660 pupils, ranging in age from four to 18.

Cokethorpe School in Oxfordshire has transformed its digital teaching experience using Connect by Centrality. By embracing the best of Microsoft's Office 365 platform on high-quality Surface Pro devices with Windows 10, pupils and teachers have access to a world of education and the latest tools and techniques, all at their fingertips.

What's more, traditional PCs and projectors have been removed from classrooms and replaced with docks and display screens for a more immersive, innovative educational experience. Some 115 Surface devices were deployed to students within just two weeks, all with 24/7 support to keep them optimal.

But the technology is just one part of the equation. Centrality partnered with Cokethorpe from the beginning of the process to help develop a roadmap for successful adoption that included the tech, but also the culture, training and approach to ensure a successful project and maximum return on investment.



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Connect by Centrality has allowed us to transform our teaching and learning from home with ease. Without this solution we would be in a very different place and would not be able to continue the high quality learning to our students in which we pride ourselves on.

Damian Ettinger, Headmaster, Cokethorpe School



A name you can trust

Centrality is a Cloud first company and a Microsoft Gold Partner. We fully embrace the cloud as recognised leaders in supporting organisations to transform and innovate.

For more than 23 years, Centrality has partnered clients in creating and developing technology solutions that address their specific business needs. With a wealth of specialist industry experience backed by best practice and a reputation for service excellence, our friendly team of experts can help you deliver demonstrable results while fostering a productive professional relationship.

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