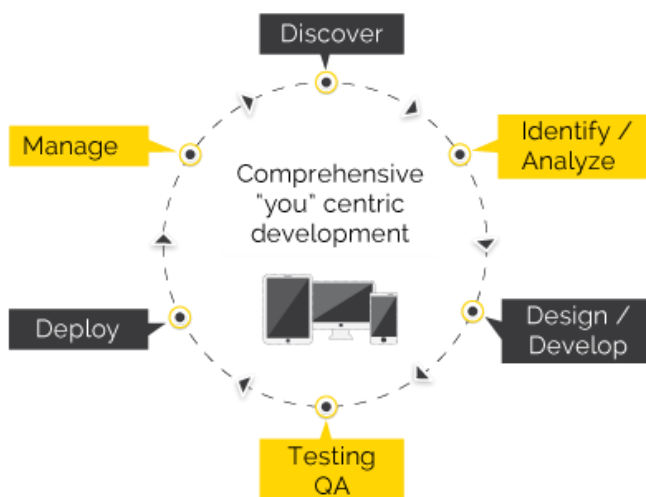


END USER COMPUTE



User Productivity from Anywhere on the Planet

THE END USER COMPUTE CHALLENGE

In the past, it was often the case where end users were supplied with a place to work, a desktop, laptop, and work and home communication devices. Each was configured in a default manner depending on job function to enable the end user to do their job, and each had an element of centralised control through being governed by the IT administrator.

However, this has changed significantly in recent years. As competition has increased, not only has IT support had to improve to meet the needs of demanding users, it has also been recognised as a direct drain on the cash flow of the business. IT administrators are now often under constant pressure to enhance the capabilities of IT for the end users, while also needing to reduce costs.

End users on the other hand, now have access to a range of company and personal IT assets, and possess the capability to access an ever-growing number of cloud services to achieve their aims. Significant portions of services are beyond the governance of the IT Administrator. Good examples include the use of social media, on demand cloud applications, collaboration tools, and Cloud and USB storage.

HOW CAN THE GATEWAY TECHNOLABS HELP WITH THE END USER COMPUTE STRATEGY?

A successful end user compute strategy enables the business to address the needs of the end users in a manner that is cost effective, while protecting the Intellectual Property of the business. There are many ways to drive efficiencies, some of which are listed below.

Efficiencies can be gained at a technology level through optimisation of the following elements:

END USER DEVICES

End User devices are no longer about standard desktops and laptops. An end user device may be thin or thick client, laptop, desktop, tablet, mobile phone or web enabled device. Optimisation of end user devices involves having the right strategy around corporate and BYOD, ensuring both the business and end user needs are met, in the most cost effective manner whilst protecting the Intellectual Property of the business.

APPLICATIONS

Where considering applications, it is worth noting that while the IT Administrator would consider that a handful of applications meet the end user needs, in reality it often runs into many multiples of this, often unbeknown to the IT Administrator. Application technology optimisation ensures that both the business and user needs are met in a way that enables the end user to be as productive and efficient as possible, while protecting the Intellectual Property of the business. Often this involves brokering and single sign on with inbuilt logging and auditing mechanisms.

DATA AVAILABILITY INCLUDING MOBILITY REQUIREMENTS

Protecting the business Intellectual Property requires a strategic approach to Data Availability. Often end users utilise mobile devices, USB pens, cloud storage, social media and many other methods of addressing their Data Availability requirements. If an End User needs to be mobile, they will often find a way, regardless of any IT policies in place. Data Availability ensures that both the business and End User technology requirements are being met, in a way that protects the business.

CERTIFICATION AND COMPLIANCE REQUIREMENTS

Addressing Certification and Compliance needs not only addresses the needs of the business from a regulatory and compliance perspective, but also it also enables the confidentiality, integrity and availability to be measured. Addressing Certification and Compliance requirements ensures the technology is able to support the needs of the customer business.

While optimisation of the technology can realise some savings, this is only part of the picture. Each of the below requires addressing to drive forward an effective strategy.

UNDERSTANDING THE END USER BEHAVIOUR

The evolution of technology into almost every part of people's working lives has had a marked effect on End User use of IT. It has also caused a real headache for the IT Administrator. Users frequently use their own devices for business, and use a wide range of cloud, storage, social media and direct communication mechanisms to achieve their aim. Through analysis of network traffic, the real uses of IT from the End User can be understood. Understanding End User behaviour enables a forward strategy to be created that addresses both the needs of the Business, and considerations of the End User, while protecting the Intellectual Property of the business.

EXISTING AND FUTURE BUSINESS DRIVERS

Understanding the current and future business drivers ensures that the End User Compute strategy is able to evolve in a manner that continues to meet the business requirements, but in a cost effective manner. This will not only drive down the IT costs in the business, but also ensure that future forecasting can be taken into consideration.

ANTICIPATED END-TO-END TECHNOLOGY ROADMAP

Having a grasp of the future technology roadmap is critical to ensuring the End User Compute strategy will continue to meet the needs of the business. Without this strategy, there is the possibility that some technologies may be incompatible, driving an inconsistent End User compute model.

A ROBUST PROCESS, POLICY AND GOVERNANCE MODEL

The evolution of IT to meet the End User's needs is evolving at serious pace. A robust process, policy and governance model is paramount to ensuring that not only does the End User Compute environment continue to function now, but also continue to meet the needs of the business and End User in the future.

SERVICES OFFERED BY GATEWAY TECHNOLOGICALS

CONSULTANCY

Creating a strategy that best meets the business needs

Understanding how users are actually using IT

Creating or evolving a Process, Policy and Governance model

Technology evolution roadmap creation

IMPLEMENTATION SERVICES

Infrastructure deployment supporting VDI, centralised user portal, and remote offline working practices

Mobile Device Management, Mobile Application Management and Secure Content Locker deployment

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