

## SOLUTION SPOTLIGHT

# Modernizing End-user Workspaces with RES

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### Businesses Transform Workspaces

According to ESG research, a majority of organizations plan to increase spending to enable mobile productivity among their employees. In fact, desktop virtualization and deployment of applications for mobile devices were among the top 10 most-cited IT priorities reported by IT professionals for 2015.<sup>1</sup>

Many organizations are moving to a model in which they securely deliver applications, desktops, and data to each employee in a secure workspace that has been designed to meet her needs.

### Workspace Delivery Challenges

A workspace is a combination of technologies that enables IT to deliver a secure, controlled, and satisfying experience to end-users, so that they can succeed in today's dynamic business environment.

The workspace delivery challenges that organizations face include:

**Complexity.** IT must manage and secure endpoints using a mixture of legacy and hybrid infrastructures as well as multiple technologies and management tools. Complexity can also put end-user experience at risk.

**Mobility.** End-users are demanding personalized workspaces, that can be customized and deliver instant access to applications and data across multiple devices.

**Security.** ESG research indicates that security of endpoints and threat detection/prevention are the two most commonly identified challenges when it comes to managing applications and endpoints.<sup>2</sup> IT must protect against both internal and external threats that pose a critical risk to the network.

**Cost.** With all that IT is tasked with, budgets typically remain flat. IT must evaluate core costs (e.g., software licenses and services tickets) to find funds for more important things such as productivity and business initiatives.

#### IT Priorities with Mobile Productivity Implications



<sup>1</sup> Source: ESG Brief, [Enterprise Mobility Spending Trends for 2015](#), April 2015.

<sup>2</sup> Source ESG Research Report, *Security, Productivity, and Collaboration: Trends in Workforce Mobility*, to be published.

## RES: Automating, Managing, and Securing the Digital Workspace

RES helps businesses automate, manage, and secure digital workspaces. Working with more than 3,000 customers in 27 countries, RES solutions provide the policy-based automation, worker self-service, and context awareness required to ensure that end-users have the appropriate resources in their digital workspaces in real time.

The benefits of RES can be found across the organization—empowering the workforce through automated and self-service access to applications, data, and services; automating manual delivery processes; improving security; and enabling IT to proactively deliver and revoke user access.

RES offers a suite of products designed to simplify automating, managing, and securing the digital workspace, allowing IT to better leverage an organization's existing digital resources, leading to higher operational efficiencies and a lower total cost of ownership.

Benefits of RES include:

- Allowing IT to automatically set policy based on context-aware intelligence that includes geographic location, network, device type, and time of day—making it easier to quickly hire and re-assign employees and contractors.
- Enhanced IT control and improved operational efficiencies. RES helps automate routine IT tasks to achieve predictable and proactive delivery of IT services. Security and compliance audits are simplified and IT resources freed up for higher value initiatives.
- Improved security and compliance for quick provisioning and de-provisioning of services based on employee changes. RES improves security with context-aware security and compliance controls. RES sets policy based on a user's role and responsibility, so that IT no longer needs to manually adjust access rights across multiple systems.
- Self-service application store, which provides one-stop shopping for applications, data, and services and which employees can access from multiple devices, resulting in enhanced productivity and user satisfaction.

### The Bigger Truth

In today's business environment, IT is expected to deliver the highest quality services at the lowest cost, while also maintaining system control, reducing security threats, and providing an optimal user experience. RES automates delivery and creates predictable policies, simplifying the workspace delivery process for IT, while enhancing the user experience by making access simple and transparent, 24/7. With RES, organizations can benefit from higher operational efficiencies and a lower total cost of ownership by leveraging existing IT investments and integrating them with common desktop delivery platforms.

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