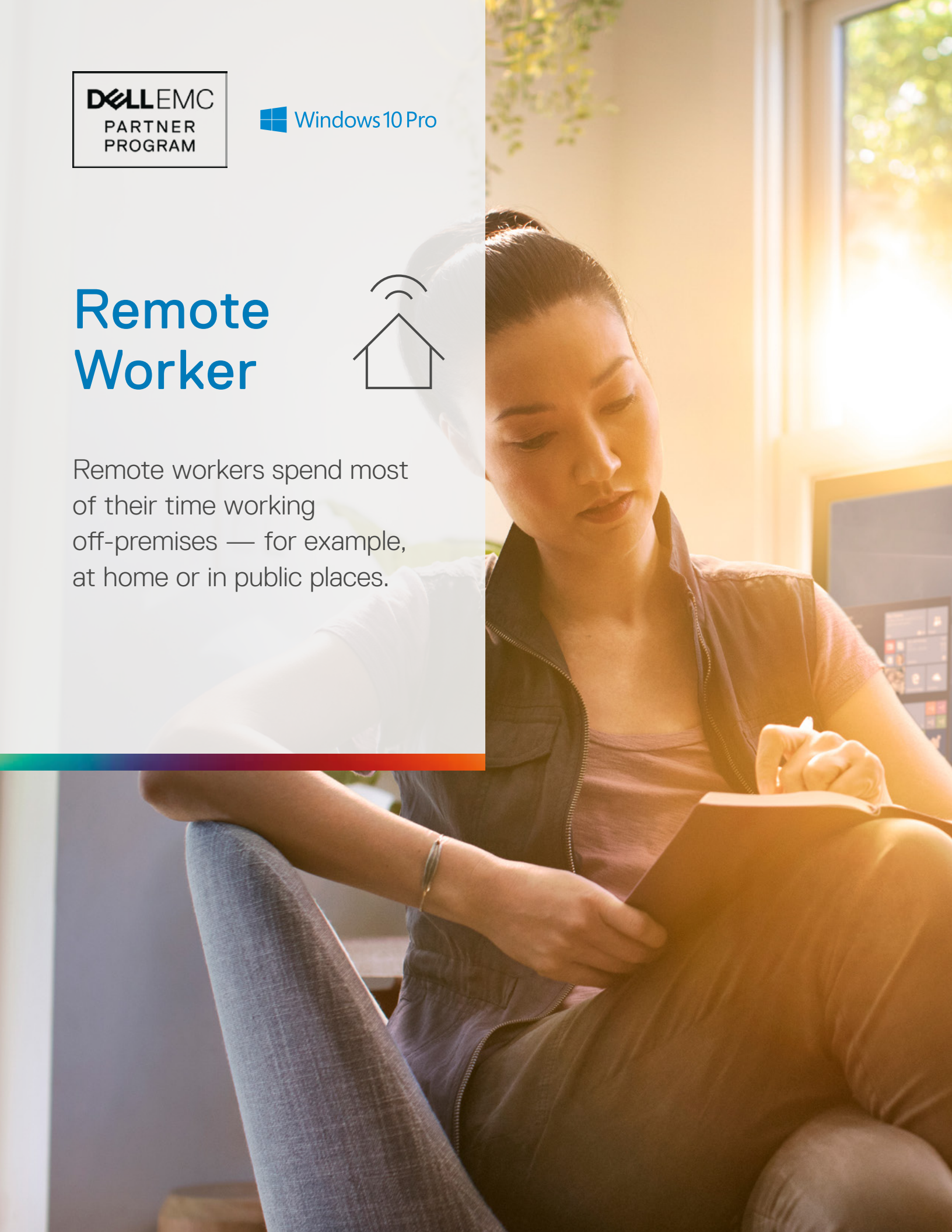




Remote Worker



Remote workers spend most of their time working off-premises — for example, at home or in public places.



What a remote worker does

There's a lot more to remote working than just a computer at the end of a broadband connection. Users physically located outside the local network also require secure access to shared resources and services.

As a remote worker, you spend a significant amount of time working from home, or even in public spaces like cafes. You might be using a desktop system or a laptop in your home, or your company may have set up a thin-client terminal to access work resources. But you will want to have all the same facilities as a worker operating on-premises. This might just be office applications, but it could also be more system-intensive creative software as well. Remote workers want access to all the work tools they need, as well as unified communications and convenient accessories.

Remote access to shared resources

From the IT manager's perspective, remote workers require a different strategy to local ones, because their client devices are physically outside the premises, and could be quite a distance away. This means that setting them up to access shared resources and software must be performed remotely as well, and keeping them up-to-date will also be performed without visiting them in person.

Security is paramount

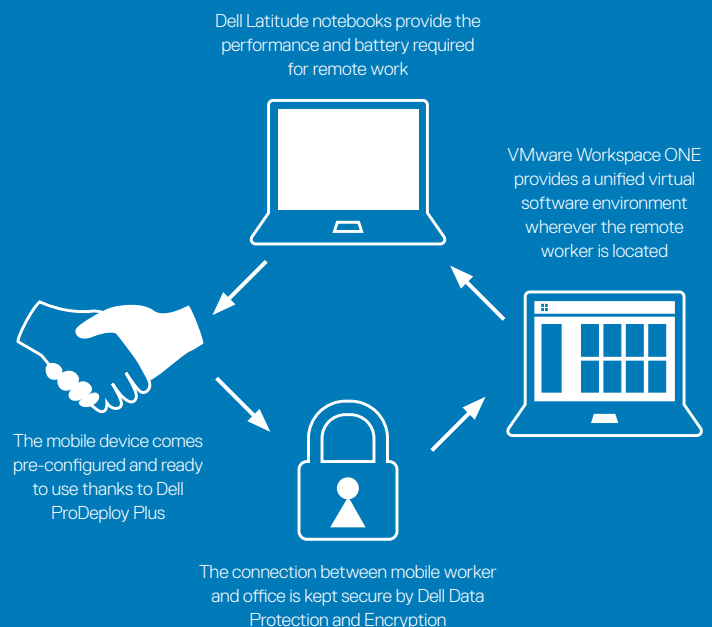
Security will need to prevent data being accessed if the client device is stolen, because 95 percent of security breaches happen at the endpoint. But the connection back to the office must be secure too, and any use of the remote device to gain unauthorized access to the office network must be prevented.



60%

More than 60 percent of organizations surveyed by the Society for Human Resource Management in 2017 said they allow some type of telecommuting, up from 20 percent in 1996.

www.bloomberg.com/news/articles/2017-07-10/the-rise-and-fall-of-working-from-home





Case study

The University of Massachusetts Lowell is a university in the U.S. with 1,150 faculty members and more than 18,000 students.

Providing access to computing resources across such a large user base, which has grown by two thirds over the last nine years, puts a strain on campus space. So the university began a program of replacing traditional desktops in computer labs with a virtual desktop infrastructure (VDI) called vLabs that students could use remotely just as well as on-premises.

The university replaced its 625 on-premises PCs with Dell Wyse 5000 thin-client devices, after exhaustive testing. However, the benefit outside the campus labs is the most significant. Students don't need to be on premises to run vLabs. They also don't need a fast, new PC to run the Dell VDI — an older system or Chromebook is sufficient. Yet it takes just 45 seconds to boot a 3D simulator, when it used to take 11 minutes. Simulations that used to take 40 minutes now take 5 minutes. "This means professors can cover more content in class," explains Steve Athanas, director of platforms & systems engineering at the university. "Graduate students can run more iterations of a simulation so they can submit better work."

VMware Horizon software is used to run the virtual machines that the on-premises thin clients and remote clients are accessing. The virtual environment runs on Dell EMC PowerEdge R730 servers with NVIDIA GRID graphics processing units and an all-flash Dell EMC Storage SC8000 array. Dell was the first to offer NVIDIA GRID cards and Dell EMC storage was the most cost effective. Although the university designed its solution, Dell Deployment Services was employed to install it so staff could stay focused on customers.

"Within six weeks, the university had purchased and implemented a VDI solution, for use by all students and staff"

Steve Athanas, Director of Platforms & Systems Engineering, University of Massachusetts Lowell

Dell Technologies for remote workers

Dell provides many levels of solution for the remote worker, from hardware to virtual desktops

An efficient infrastructure for remote workers starts with the client device. Dell has a large range of desktop and portable devices, although the modern remote worker is likely to be using a device they can also take on the road if needed. Dell Latitude range includes powerful notebooks, with the 3000 Series providing essential features, the mainstream 5000 Series offering performance and expandability, while the premium 7000 Series boasts ultimate portability and battery life.



Convertibles, docks and OptiPlex All-in-One

There are convertible 2-in-1 options too, which can double as a tablet and run on Microsoft Windows 10 Pro. Most importantly for the remote worker in a home office, Dell has a range of docking systems that allow these notebooks to become the hub of a very comfortable desktop experience. The Dell Dock WD15 provides two full-HD screen connections and other peripheral ports via just one USB Type C cable. Similar capabilities can be built into a Dell monitor stand via the DS1000. Alternatively, the OptiPlex 3000 and 5000 series All-in-One systems provide the perfect streamlined solution for a more permanent remote workspace.

ProDeploy Plus and ProSupport Plus

Businesses don't need to worry that remote workers will be left to configure a generic system themselves. ProDeploy Plus will send a new device to the user already set up with the company's software. ProSupport Plus handles problems remotely with Dell and channel partners, providing 24x7 priority access to engineers and even on-site assistance.

Dell Data Protection and Encryption can be implemented to ensure the connection between the remote worker and the office remains secure. SecureWorks Information Security Services provides around-the-clock remote security monitoring and management. Dell private cloud solutions can provide shared access to software and resources that is equally accessible to remote workers as it is to those in the office.

Dell thin clients and VMware Horizon

For a fully managed desktop experience, Dell Wyse and OptiPlex thin clients can be partnered with a VMware back end. This can be supplied as a complete solution via the Dell VDI Complete service, which brings the thin client front-end, Dell EMC PowerEdge or VxRail back ends and VMware Horizon software infrastructure together for a single monthly fee. VMware Workspace ONE can then provide integrated access to all the applications your organization needs, readily accessible to the remote workers whether they're at home or elsewhere.

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