



KEY CONSIDERATIONS WHEN SETTING UP LONG-TERM REMOTE WORK ENVIRONMENTS

Before you launch, here are ten things that will make or break the success of your initiative.

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1 Risk & Opportunity: Remote Work Changes Affect the Entire Team

A recent Green Elephant survey of 100,000 IT end users showed 55% were unhappy with their work computer - the most basic of IT deliverables.

We start with a key reminder. Making changes to your remote work environment affects every end user in your organization.

Big risk. Big opportunity. A positive outcome means better end-user quality of life, net IT promoters. Neutral? No change. 55% IT detractors. Negative outcome? Everyone is a detractor. This *HAS* to work and work well.

2 Know What You Are Replicating, Group End-Users Wisely

Considering cloud desktops - or like technology - for your long-term remote work foundation? You will need to group end users by types for "golden image" creation. Golden images enable management efficiencies: create / manage / update one, push out to all.

Take care not to oversimplify when grouping. Spending a little extra time and money to ensure WFH works well benefits IT long term.

Develop a comprehensive list of workloads / apps per user as well as access requirements, interaction with sensitive (regulated) data, and other components. Then project the use case from a home office. Test if possible.

3 Remote Work End-User Survey: Are You Set up for WFH Success?

Now that you know the needs and workloads of the end-user - and how to segment them appropriately - it is time to figure out what land mines lie in their home offices.

Issuing a mandatory, organization-wide survey for team members will help fill in the blanks with regard to what you are working with and how to properly set expectations.

Questions to ask: network capacity, devices on that network, what computer they will use to perform remote work, regular user of public Internet, and mobile device usage.

4 Will You Be Able to Stay Compliant with Full / Part-Time Remote Work?

Whether you are regulated by HIPAA, PCI-DSS, GDPR or other controls, it is difficult to stay compliant when end users work remote. Include personal device usage in the mix and the level of difficulty significantly increases.

The good news is that there are technologies out there that help protect employees from themselves, reducing this risk.

Conduct a thorough compliance risk / gap analysis. The results will highlight areas that need the most resource allocation and may identify specific compliance user types that map to compliance-based golden images and additional technology requirements.

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"...To bring greater business value from IT, you have to take user satisfaction and your users' needs into consideration, first and foremost. It's about trust and being able to meet basic user needs; if your users' basic needs aren't being met, they won't trust you to introduce new, cutting-edge and innovative technology, and they won't use it,"

Simon Chapleau, CEO - Green Elephant

5 **WFH Users Need Secure Access to Corp Data. Will Your VPN Scale?**

One of the most common complaints surrounding remote work is slowdown when accessing corporate data over a secure connection - most often using VPN.

The pandemic stretched VPN's to their limit with entire organizations leveraging the tool at the same time, for extended periods of remote work. Crashes bring entire organizations to a halt.

However you plan on enabling secure access, be sure to pressure test beyond your maximum projected utilization to ensure continuity with unexpected growth and protect against DDoS attacks.

6 **Streaming Is King with WFH Users. Have You Worked out the Kinks?**

Streaming applications, video and voice while using commodity / DIY virtual desktops can yield inconsistent results. And, with so much of face-to-face, real-time business interaction dependent upon streaming, solving this challenge is critical to success.

The majority of cloud desktops on the market are not built for streaming. Premium cloud desktops offer the integration of GPU's, shared or dedicated, which can help deliver more consistent results. Streaming is another example of test, test and test some more to ensure proper results in an environment as close to your projected scale as possible.

7 **Will Your Media-Intense End-Users Be Properly Resourced from Home?**

As with streaming, end users with media-intense workloads face a challenge when working remote. Creating and collaborating on media-intense workloads requires heavy applications and incredible compute and processing power.

Commodity cloud desktops grind these applications to a frustrating halt leaving designers, architects, engineers, developers, editors and many others unable to do their jobs.

Consider segmenting out media-intense users as their own user type/s, building golden images unique to their needs.

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8 What Accountability Tools Have You Provided People-Managers?

Prior to 2020, the idea of remote work had many detractors. The lack of transparency into employee behavior and productivity was a top concern.

This lack of employee trust still exists even though large-scale WFH has widely been shown as successful throughout the pandemic. Address your WFH management detractors by providing a strong tool set that gives them the insights they need to manage with confidence.

Certain cloud desktops can limit employee activity while logged in as well as provide usage reporting.

9 How Will Technology Help Sustain Morale and Culture with WFH?

Be sure to include human resources when selecting your key project stakeholders. Remote work threatens work culture and employee morale. Fortunately, there are numerous applications on the market that can be combined to connect teams and motivate personnel.

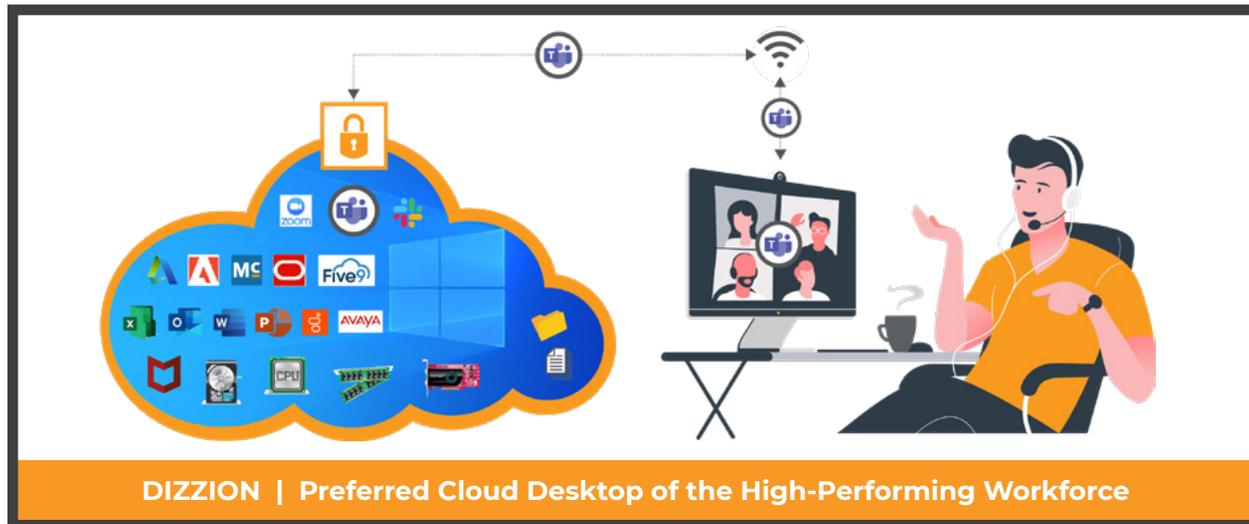
Application choices can also negatively affect employee morale, such as heavy collaboration applications that slow down or crash virtual / cloud desktops while in use.

Working together with HR, you can ensure the remote work environment can deliver the applications employees need to connect.

10 Start with the End in Mind and Build for the Worst-Case Scenario.

Map the evolution of your remote work initiative to the three-year strategic growth plan to make sure you build with scale in mind. Cloud-delivered desktops offer increased agility and elasticity that can be extremely useful during periods of unexpected change.

If 2020 has taught us anything, it is to plan for the worst-case scenario. Events beyond our control can dramatically affect how we conduct business and go about our daily lives. Build a remote work environment that is highly resilient, BCDR-ready and flexible - capable of integrating with a wide-range of environments with ease.



About Dizzion

Dizzion, Inc. is a leading provider of high-performance managed Desktop as a Service (DaaS) to the global remote workforce. Founded in 2011, Dizzion's proven end-user cloud platform enables maximum work from home success while protecting business process outsourcers (BPO), enterprise contact centers, healthcare, financial services, and insurance companies with real HIPAA, PCI-DSS and SOC 2 Type II compliance. Customers further digital transformation with AnyCloud global delivery, seamless hybrid IT integration, zLink secure endpoints, and COSMOS orchestration and analytics. Visit dizzion.com for more information.

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