

# CLOUD DEVICE MANAGEMENT

**With more and more users working from home, the traditional notion of on-premise client management suddenly seems somewhat aged. Users are accessing corporate IT services via VPNs, which imposes constraints and creates pressures on the effective management of assets.**

By shifting to a cloud device management model, you can expedite device setup and configuration, ensuring users are supported and secure, leveraging the internet and cloud for your device management.

Traditionally endpoint devices were managed using technologies that existed within an organisation's corporate IT infrastructure and network. But in a world where most users are working from home, this traditional approach imposes constraints and complexities that will slow down IT's ability to enable, support and respond to users' needs. Now everybody is a potential mobile or home worker, and it may be time to accelerate the transition towards cloud device management (often called Modern Management) in order to optimise the user and IT experience.

The central premise of this shift from an IT perspective is to take load off the corporate network. Users connecting remotely via traditional approaches will be dependent on the corporate network for security patches, application updates and device configuration messages. At a time when the corporate networks are burdened with remote access and customer facing demands, this workload could be easily directed by adopting a cloud management approach. With no loss of

functionality or reduction in the control to the devices, that network traffic can be re-routed over the public internet to a cloud management solution that you control, removing demand on your network.

As part of our Modern Workplace practice, Computacenter can offer the following capabilities and services:

**Assessment and Advisory for Cloud Management:** Not necessarily all device types and platforms are suitable candidates for cloud management; there may be some functionality limitations on some platforms such as Apple or Google Chromebook. Our SMEs can help you identify the best device types or personas to switch to cloud management approaches, providing operational benefit but with no security exposure or risk.

**Cloud Management Deployment:** We can implement a cloud device management platform for your organisation, integrating it into your wider workplace management ecosystem so that you have end to end visibility and control. Our strong partnerships with Microsoft, VMware and Citrix, and skilled and accredited resources enable us to implement these technologies based from our reference architectures and blueprints.

**Device Provisioning – Traditional and Mobile:** Moving to a cloud device platform offers opportunities for you to integrate not only your classic devices (laptops and desktops) but also mobile devices. Typically the management platforms for each type of device are disparate, which can create complexity and confusion. The shift to a modern management platform offers you the

chance to unify your endpoint device estate to maximise control and user enablement.

Computacenter has extensive experience in building and operating Workplace cloud device management is the latest evolution in this market that we have been tracking and investing in to help meet our customers' future needs. We can help you quickly get set up in a cloud device management world, whether for new devices added to your environment to cope with remote working, or to help you optimise your wider IT infrastructure by removing unnecessary workload away from the corporate network and VPNs.

## COMPUTACENTER FOR CLOUD DEVICE MANAGEMENT

Computacenter is Europe's leading Workplace IT provider. We have extensive partnerships with the leading technology vendors in this space, and practical experience of supporting millions of users within our Workplace business. We know where and how to implement cloud device management to deliver a successful impact to your business.

### WHY COMPUTACENTER?

- Europe's leading provider of enterprise desktop solutions
- 20-year pedigree in IT infrastructure
- Strong partnerships with the leading technology partners including Microsoft, VMware and Citrix
- Established technology reference architectures and service blueprints to help implement and operationalise these technologies quickly.

### NEXT STEPS

To find out more, speak to your Computacenter Account Manager or contact our Business Continuity Support team: [BCSupport@computacenter.com](mailto:BCSupport@computacenter.com)