

# INFRASTRUCTURE HEALTH CHECKS

**With the current explosion of home and remote working, IT infrastructures are being placed under significant unplanned capacity pressures. At this time keeping businesses operational and users engaged and collaborating is paramount. It is vital now to understand the capacity and performance of your infrastructure, and identify any potential issues that may prevent effective operation in these highly remote situations.**

IT infrastructures, particularly those supporting remote and flexible working are designed for a previous "Steady state" of demand. With the current unprecedented working situation, many times more users than were envisaged to use remote access platforms are now wholly dependent upon. This may have already started to introduce capacity and performance issues for users accessing role-critical IT services but may also form a hard constraint to implementing working from home policies due to a lack of infrastructure or capability.

There are a range of new solutions that could meet these challenges, but where they cannot deliver the required services in the timescales required businesses can look to optimise and enhance the existing platforms that they have. This can create more capacity through optimisation, or via simple enhancements and upgrades to deliver extra capacity in a very quick timescale.

The IT infrastructure is under enormous pressure across the board at the moment, key areas of focus and where Computacenter

can help you with health checks and remediation are as follows:

**Remote Access and VPN Solutions:** These are the points of entry for your users to access secure corporate resources. These solutions should be evaluated to ensure sufficient infrastructure is in place, adequate licensing capacity for peak numbers of users, adequately sized VPN IP Address pools, as well as ensuring that infrastructures providing 2-factor or multi-factor authentication are sized effectively.

**Virtual Desktop Environments:** A core solution for secure remote access, these may now be swamped with additional user demands to enable people to work from home. By analysing the configurations of Virtualised environments, you may free up more capacity to enable additional users, or be able to implement a cloud-bursting configuration to provide extra capacity from public cloud resources to minimise capital expenditure during this time

**Security Perimeter Configurations:** With a dramatic increase in the number of people working from home, the security landscape for an organisation's IT environment has changed materially. As this situation persists, the risks to organisations from users working from home locations will increase, and therefore it is prudent to undertake a broad review of security posture and configurations to ensure they are providing adequate control and visibility to this new way of working

**User Permissions and Identity:** Users may start to access corporate IT services from their own home devices as well as corporate devices in order to be as productive and collaborative as possible during this working

situation. User identities and permissions are often broader in entitlement than their specific role dictates, and whilst users are operating remotely, it is prudent to review these and limit access to non-essential services, limiting security exposure and also protecting other valuable infrastructure resources that are under capacity pressure.

**Core IT Platforms and Infrastructures:** Businesses also provide customer facing services that will be under pressure with increased demand at this time. Whether an on premises or cloud infrastructure, it is important to ensure these platforms are reliable and performant in order that they can provide continued service to their customers.

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## COMPUTACENTER FOR IT HEALTH CHECK SERVICES

Computacenter in the UK has over 250 highly accredited Consultants across the entire IT infrastructure portfolio, covering a vast array of technology partners. Whether optimising a VPN, or enhancing an end user or cloud platform, we have the skills and expertise to help you quickly review and optimise your current environment.

### WHY COMPUTACENTER?

- A leading provider of IT infrastructure services across the UK and Europe
- 20-year pedigree in IT infrastructure
- Over 250 trained and certified Consultants and Technical Subject Matter Experts – across the largest array of technology partners.
- We hold all major accreditations with key partners such as Cisco, Dell Technologies, Microsoft, VMware, Citrix, HPE

## 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)