



# WORK FROM ANYWHERE

Helping you to turn a work-from-anywhere workforce into your biggest competitive advantage.

# MAKING THE CASE

## PERMANENTLY-BASED OFFICE WORKERS ARE LESS PRODUCTIVE

In recent times, many organizations have enabled remote working to protect the health and wellbeing of the workforce, their customers, and other stakeholders. The flexibility of this model is set to continue, as 67% of organizations say they plan to keep expanded work-from-anywhere policies in place. But what they might not realize is that organizations with a much higher location-independent working population are actually more competitive.

In one recent study, permanently-based office workers were found to be 13% less efficient than remote workers for example, while also carrying a heavier real estate burden, greater sickness absence levels and increased staff turnover. Further, 65% of employees say they now *want* to work from home, causing employers to rethink their strategies.

## BUT LOCATION-INDEPENDENT WORKERS OFTEN SUFFER IN SILENCE

In contrast though, location-independent workers are less likely to contact the IT service desk to report minor issues they experience. Instead, they regularly suffer in silence with problems that are invisible to the IT team. Pressure on the IT team increases due to:

- Unreported laptop issues
- Incompatible devices
- Interrupted services
- Unsecure environments
- Unreliable connectivity
- High VPN usage

Many teams don't realize how much of a reverse effect these factors can have on productivity levels. They also put an organization's ability to deliver good customer service at risk.

## NEW NORMAL CHALLENGES

A work-from-anywhere workforce brings common 'New Normal' challenges in the areas of:

**LOST VISIBILITY** – With so many unknown variables, suddenly IT teams are faced with a visibility gap into users' experience.

And while many users might say they're still being productive, the truth is that IT teams have no actual way of measuring this.

**SECURITY** – As employees have left the safety and security of the traditional workplace, company devices and access to the network, the Internet, and applications are exposed to greater risk.

**SAAS PERFORMANCE** – 42% of enterprises have said they suffer with poor experience on critical SaaS applications. With the added stress of home or remote bandwidth restrictions and the rise in internet traffic, work-from-anywhere employees are faced with even slower performance.

## THE PRODUCTIVITY GAP

The daily downtime that IT teams can't see due to these issues is effectively "The Productivity Gap".

To close this, companies that are looking to leverage a work-from-anywhere policy as a competitive advantage are ensuring they have a window into any IT challenges their workers are facing.

This means they can proactively reduce issues before they arise and react immediately to any that do, while reinforcing their work-from-anywhere workforce's productivity and company profitability.

## WORK FROM ANYWHERE AS A COMPETITIVE ADVANTAGE

For a work-from-anywhere workforce to perform successfully, users need to be able to:

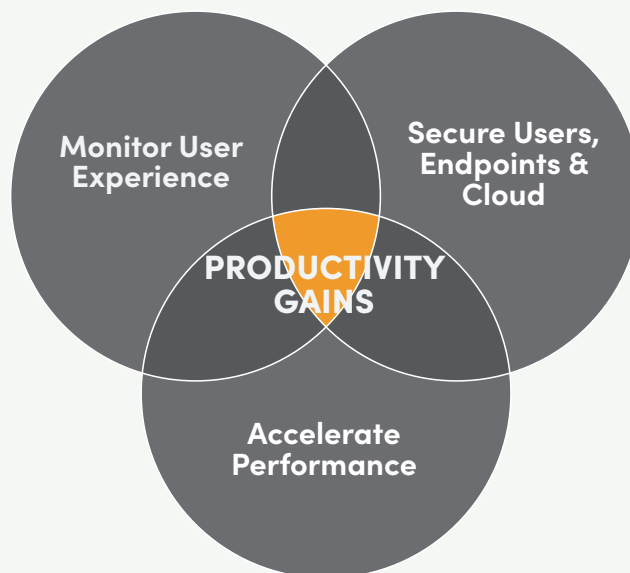
- Collaborate, using file-sharing, video conferencing, VDI & SaaS applications
- Switch between multiple devices
- Securely access the network, and just the applications and services they need to do their jobs
- Overcome home or remote broadband limitations

In the new normal, organizations need to be confident that they can deliver work-from-anywhere IT services in the long term. Failure to re-architect the business now could actually make a work-from-anywhere workforce less productive and cost more.

# SERVICE VALUE

But what if you could monitor your work-from-anywhere workforce's user experience while also improving security and optimizing SaaS applications, without impacting your IT team's workload?

Many organizations are turning to a fast and flexible model of on demand services to give them the scalability they need to provide continuous, work-from-anywhere IT services. They're using those services to gain visibility of user experience, and deliver the Zero Trust security levels and performance acceleration they need for a work-from-anywhere workforce to remain productive.

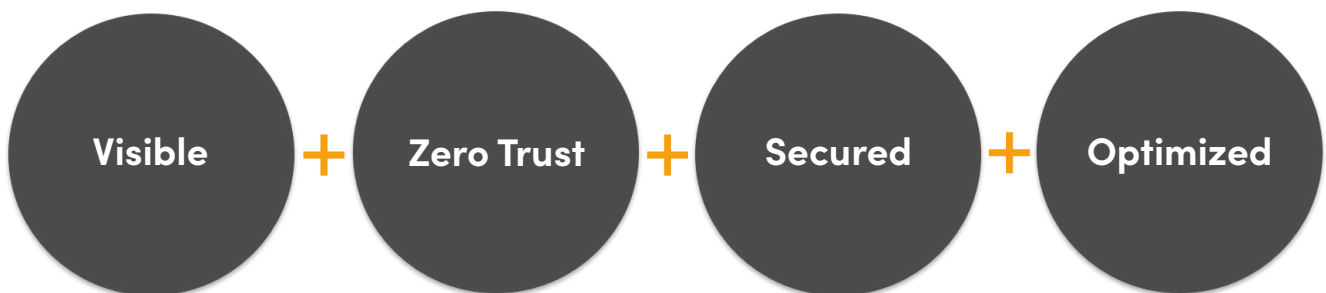


Such a model can quickly pay for itself by allowing your work-from-anywhere workforce to get their jobs done more efficiently, collaborate with co-workers and provide customers with the support and attention they need when it matters most.

## WHAT WE DO

Only Teneo can provide you with a service that offers an instant, scalable, flexible, and cost-effective way to continuously deliver IT services to your work-from-anywhere workforce in the long term.

Our Work From Anywhere service allows you to leverage a work-from-anywhere workforce as the biggest opportunity your organization has to gain competitive advantage. The service includes these elements:



Together, we'll help your organization to achieve productivity gains from increased work-from-anywhere workforce visibility, security and performance.

# SERVICE MODULES

Our service modules fall into 4 categories: Visible, Zero Trust, Secured, and Optimized, with pricing available for 1000+ users (Enterprise), 250–999 users (Corporate), and 100–249 users (Team), and optional Professional Services.

Our 'Visible' service module delivers visibility into performance for key applications such as O365, as well as allowing you to quickly and proactively troubleshoot remote user issues, from a lack of memory to laptop crashes. 'Zero Trust' delivers a Secure Internet Gateway to protect users, while 'Secured' provides endpoint security backed by expert threat hunters. Finally, 'Optimized' lets you significantly accelerate key SaaS applications such as O365, Dropbox and Salesforce.

Our optional Professional Services are available for visibility into custom application, bespoke dashboards, on demand consulting, additional optimized data, and human threat detection. Here's what's included in each service module:

VISIBLE	ZERO TRUST	SECURED	OPTIMIZED
<ul style="list-style-type: none"><li>• Visibility of O365, Office apps, Adobe, Notes and UC apps (Zoom, Skype)</li><li>• Device and system visibility</li><li>• 2 training days</li><li>• Customization of up to 5 library dashboards</li><li>• Visibility of 1 custom application with 4 activities</li><li>• Monthly visibility insights meeting</li><li>• 24x7 helpdesk</li><li>• Reporting to include: on demand and scheduled reports, OS health dashboard, KPI summary dashboard, user experience scores, device stability score by type, application performance score, Office 365 performance dashboard, IT Operations user/device search, incident alerts by email, summary incident report, monthly feature updates</li></ul>	<ul style="list-style-type: none"><li>• Design, deployment &amp; configuration</li><li>• Cloud-based secure web gateway</li><li>• Protection from malware, Ransomware, phishing and data exfiltration</li><li>• Block malicious payloads</li><li>• Control shadow IT</li><li>• Prevent data loss</li><li>• Improve off network device security without using VPN</li><li>• Uniform policy enforcement</li><li>• 24x7 monitoring &amp; alerting</li><li>• Managed change control</li><li>• Monthly security insights meeting</li><li>• 24x7 helpdesk</li></ul>	<ul style="list-style-type: none"><li>• Endpoint detection and response</li><li>• Hands-on expert threat hunters</li><li>• Automated threat blocking with predictive modeling</li><li>• Remote managed containment of threat actors</li><li>• Monthly security insights meeting</li><li>• 24x7 helpdesk</li></ul>	<ul style="list-style-type: none"><li>• Office 365 up to 8x faster</li><li>• Salesforce up to 10x faster</li><li>• Box, ServiceNow and Veeva faster</li><li>• Bandwidth reduction of up to 99%</li><li>• 5GB of optimized data per user</li><li>• Monthly performance insights meeting</li><li>• 24x7 helpdesk</li></ul>

# SERVICE OUTCOMES

- Instant, scalable, and cost-effective way to continuously deliver IT services to your work-from-anywhere workforce and drive competitive advantage.
- Pay as you grow with a predictable monthly recurring cost, saving you money, time, and effort in the long term by only using the licenses you need.
- Leverage our expertise to fully understand work-from-anywhere workforce visibility, security and performance data, to quickly resolve issues and get to the root cause of work-from-anywhere IT challenges.
- Tailor our services to your work-from-anywhere workforce's needs and always benefit from the latest software updates, features, and functionality.

## ABOUT TENEO

Teneo are the visibility experts, providing performance and security insights across your IT landscape. We remove complexity so you can clearly see where today's user experience won't deliver your desired business outcomes.

Our flexible services model gives you instant access to our talent and analytics platform. As your Managed Service Provider, we'll optimize your existing technology and build your IT strategy to drive innovation.

Since 2000, we've helped some of the world's largest companies see new possibilities. Join us. We won't let you down. Find out more at [www.teneo.net](http://www.teneo.net).

## NEXT STEPS

Let us help you to turn a work-from-anywhere workforce into your biggest competitive advantage today. To find out more, contact us to schedule a discussion at [info@teneo.net](mailto:info@teneo.net).

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