

Secure remote support for modern workplace deployments

May 2021



Get devices ready and keep your remote workforce productive

In today's hybrid world of work, employee devices are widely distributed with many employees now conducting business remotely. Sogeti's Smart Workspace as a Service solves the challenge of how to efficiently deploy and manage multiple workforce devices across diverse locations.

Smart Workspace delivered as a Service (WaaS) helps clients onboard and pre-configure new devices or reset and repurpose old devices with little to no infrastructure required to manage them. The solution leverages industry tools like Microsoft Autopilot and Intel Endpoint Management Assistant (EMA) to provide support for a remote workforce with Intel Core vPro®-based business devices.

Sogeti, part of the Capgemini Group, is one of the world's largest IT system integrators and support providers. We constantly seek out innovative technologies and have partnered with Intel and Microsoft for more than 15 years to provide workspace solutions. This experience includes teaming up with OEM providers to configure, provision, and support devices, from device creation to end user workplace operations, and leveraging new cloud services to improve customer working environments.

Workspace as a Service solves secure remote management challenges

• Time and infrastructure

Companies often spend countless hours trying to efficiently deploy and manage new laptops, servers, mobile, and networking devices. Sogeti provides Microsoft Windows deployment solutions that reduce the time IT spends on deploying, managing and retiring devices. Intel Endpoint Management Assistant (EMA), Microsoft Intune and Endpoint Manager reduce the on-premise infrastructure required

to maintain devices by utilizing modern cloud services.

• Remote workforce support effectiveness

Organizations can struggle with the new work-from-home model, trying to address areas of connectivity, security, reliability, and productivity. Sogeti WaaS provides remote workplace management solutions that help deliver more effective maintenance and support to customers.

• High cost of ownership

The more distributed the workplace, the more cost is incurred. Sogeti WaaS provides solutions that help reduce the total cost of ownership (TCO) for customer devices and environments, regardless of where they are located.

• Remote management and tracking during outages

One goal of workplace management is to provide uninterrupted IT support for managing endpoints when the Operating System is down, or when users are outside the corporate network. Endpoints using Sogeti WaaS and Intel vPro technology can be managed and repaired remotely, even if the OS system isn't operating properly.

• Assurance of endpoint security for nodes connecting from different networks

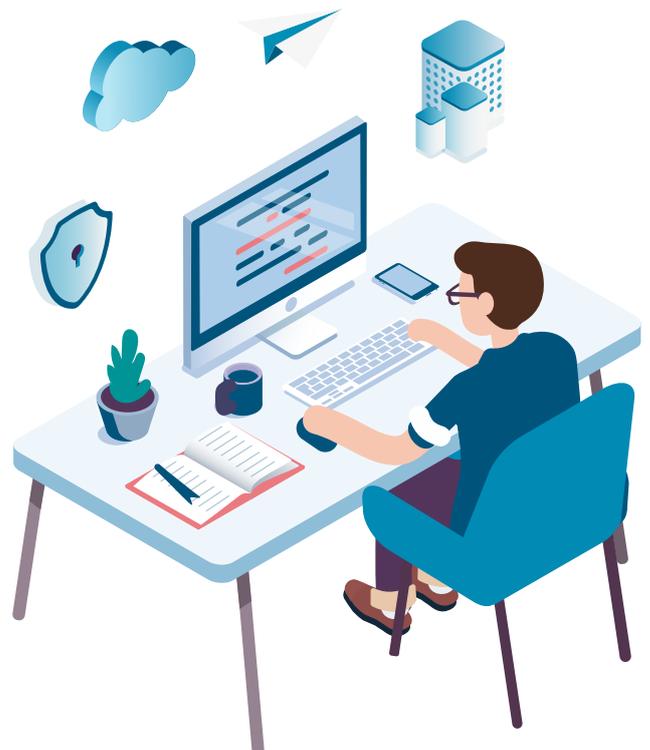
Sogeti WaaS can provide additional security for endpoint devices by hardening them against malicious attacks utilizing Intel Hardware Shield hardware-based security, and managing with software tools, such as Microsoft 365 Defender or tools from other vendors that support Intel Hardware Shield.

Sogeti's WaaS provides secure remote management using Intel EMA & Microsoft Autopilot features

- **Device configuration and deployment**
With Microsoft Autopilot, users can easily unbox a new PC and configure it to corporate standards without IT intervention. Deployment and device provisioning with Microsoft Autopilot requires only three simple steps: device registration, assign profile settings, and ship the device to the end user. It's easy to see how Microsoft Autopilot improves IT productivity for the end user.
- **Demonstrable results**
Workspace as a Service is a remote workforce support solution, it utilizes Intel's Active Management Technology (AMT) and Intel Endpoint Management Assistant (EMA) for out of band management of devices, and other remote management tools such as Microsoft Intune or Endpoint Manager. Intel AMT and vPro branded business devices can be remotely supported and updated to repair most Windows-based system issues, even when the OS itself isn't running, eliminating the need to dispatch an IT technician or take a machine out of service.
- **Provides a cloud-based portal using Intel AMT endpoint management features**
Access to the Intel Enterprise Management Assistant for Endpoint Security and Manageability (EMA) console is controlled through directory services, registered security certificates, and credentials.

- **Out-of-band management**

IT technicians can achieve a constant connection between computing endpoints on a wide ethernet network or Wi-Fi network. Connections function regardless of OS availability or the power state of the devices. Efficient and cost-effective system maintenance helps users avoid lengthy downtime or visits to get onsite IT support.

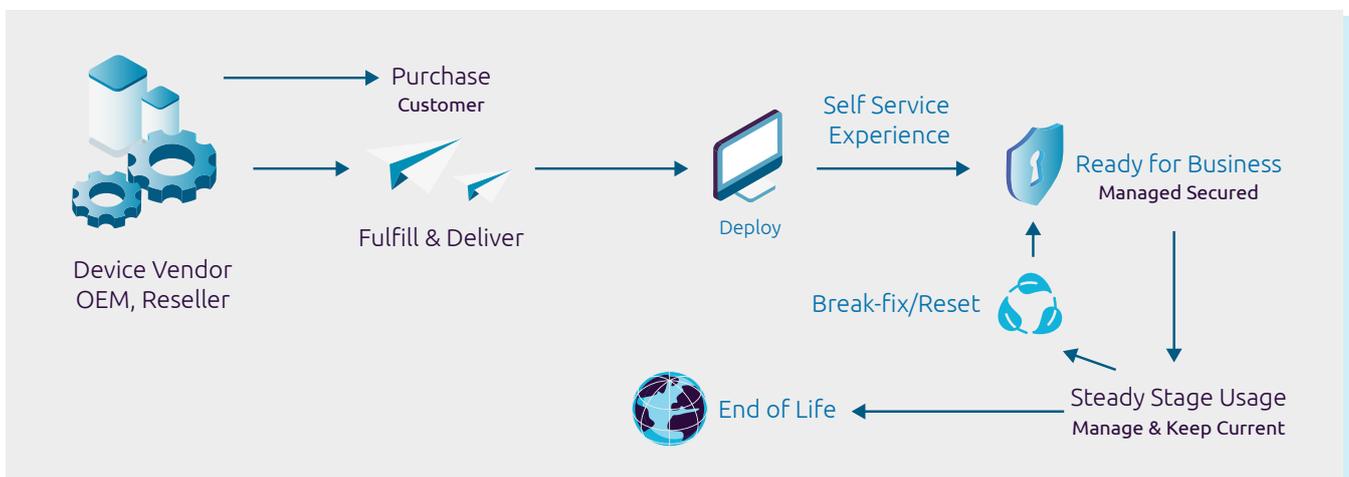


Sogeti WaaS secure remote management solution benefits

- **Complete access**
Regardless of where they are located, maintain devices for both operating systems and firmware, without the need for an on-site engineer.
- **Superior support**
Connect engineers with the user remotely, deliver updates and BIOS support, firmware, and even software and OS support from our Managed Service Center to verify devices have been successfully installed.
- **Enhanced service**
Provide support for your OEM vendor of choice, provision and send new machines directly from the distribution center to the end user. Users can then connect each device to Wi-Fi, log into machines and securely connect to your organization's network. Using Microsoft Autopilot or Intel Trusted Device Setup, each device can configure itself, and set up management services for support through Intel's Transparent Supply Chain and OEM Partners.

- **The Intel vPro platform enables remote managed devices and services**
With the benefits of Intel AMT Out-of-band management, using the vPro platform helps organizations improve performance, security, stability, and manageability at the business level.
- **Cloud-based remote workforce support**
Intel Enterprise Management Assistant (EMA) provides hardware-based cloud management support to customer devices running on Intel Core vPro processors. Host the Intel EMA management service in your data center or in Microsoft Azure, or your cloud service provider of choice.

Figure 1
Workplace as a Service supports devices from purchase to end of life—the device management process



Continuous improvement with Sogeti

- At Sogeti, we constantly look for ways to improve the quality of services we offer to reduce customer TCO. As part of this continuous improvement, we rely on our strong strategic alliances with industry leaders Microsoft and Intel, enabling access to the latest technologies, products and innovations.
- Our Workspace as a Service delivers faster issue resolution and reduced downtime, and does not require dedicated tech support.
- Our solution architects can perform endpoint management activities like patching, re-imaging, configuration auditing, and machine recovery.
- Out-of-band management helps improve the lifetime incident profile for computing endpoints.
- We perform individual customer environment assessments, comprised of a multi-day engagement that covers lab setup, deployment and management, business value, and a current infrastructure assessment.

WaaS uses these Intel and Microsoft cloud-based remote workforce support and deployment components

Intel vPro® branded business class devices with AMT technology have constantly improved security and support features. For example, Intel recently introduced its Intel Enterprise Management Assistant (EMA), providing hardware-based cloud management support to client computers running on Intel Core™ vPro® processors. Systems managed with EMA provide greater remote management functionality than other solutions, with support staff able to gain access to processes both above and below the operating system. This allows uninterrupted remote access, even in the event of an OS fault. The Intel EMA management service can be hosted in your data center, in

Microsoft Azure, or by your cloud service provider of choice.

Microsoft Windows Autopilot enables easy deployment and device management without the need to manage custom images. Eliminate the requirement for unique images per machine type and drive down TCO. Devices are always up to date, and provide granular application, security and policy administration. Using Microsoft Autopilot and Intel Trusted Device Setup enables no touch configurations from OEMs to end-users. Migrate and reallocate existing systems using Microsoft Autopilot and Intel vPro systems. Manage Autopilot apps/policy settings via Microsoft Intune or Endpoint Manager.

Real time benefits

Work from home uses the advantage of remote and distributed access to corporate assets, with Intel technology yielding several real-time benefits:

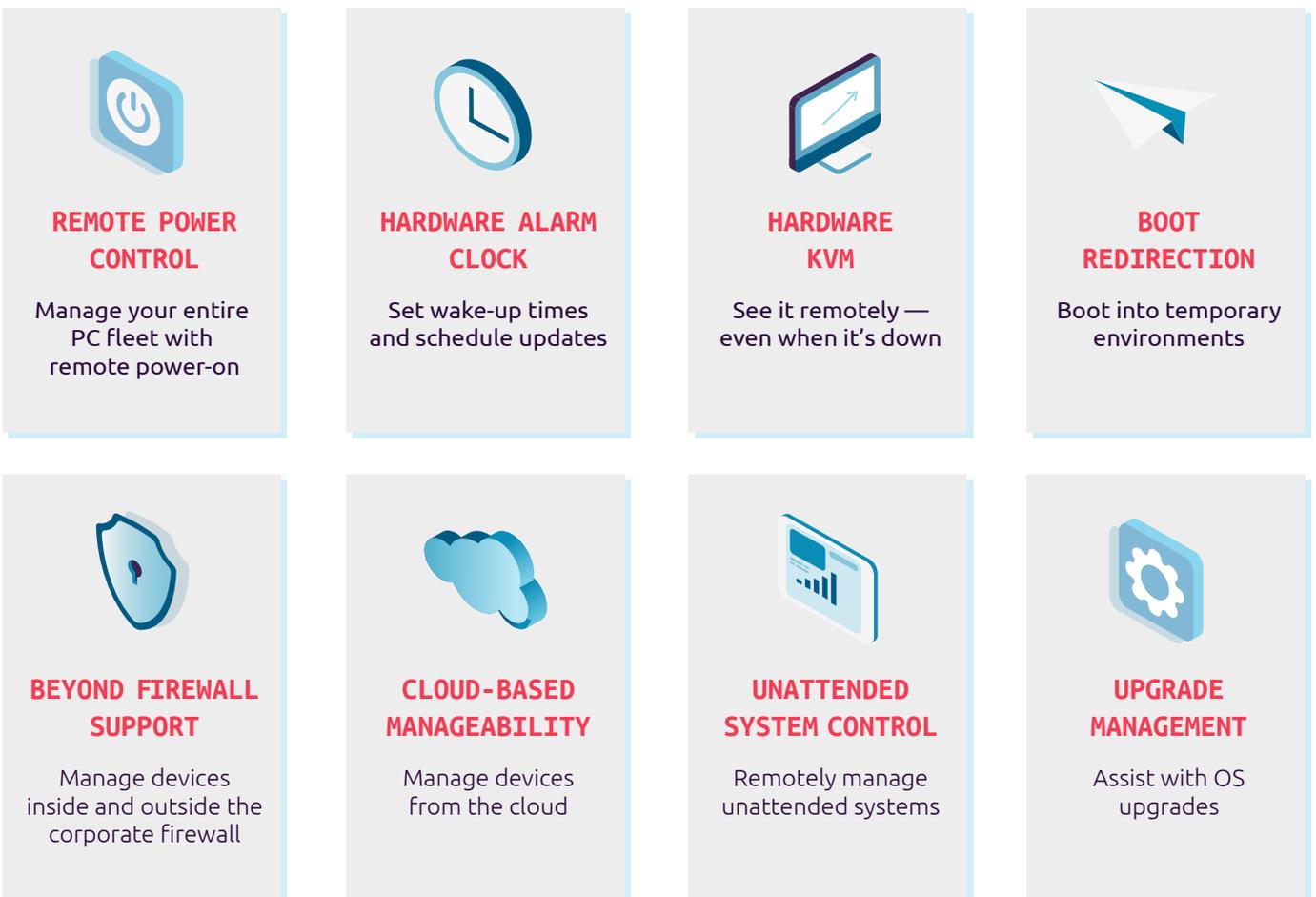
- Intel EMA enabled **unattended system control support** is provided at the hardware level to resolve issues related to applications, operating system patches and system crashes due to OS issues.
- Impacted devices can be **inside or outside of the corporate firewall**. With the **out of band management feature** provided by Intel vPro, a user's PC can be managed even **if it is powered**

off by using Client initiated Remote Access (CIRA).

- **Diagnose and reboot** systems remotely, reducing the need for on-site visits or downtime to ship systems in for repair. Reboots can be from a remote image. The IT operator can remotely view the platform screen and control the platform with the local keyboard and mouse, even when the host operating system is stalled or not booted. Remove or manually patch troublesome applications based on each user's request and **manage upgrades remotely**. The Agent Presence capability also detects whether critical applications such as anti-virus or software inventory programs are running.

Figure 2

WaaS manages remote devices with Intel vPro and Endpoint Management Assistant



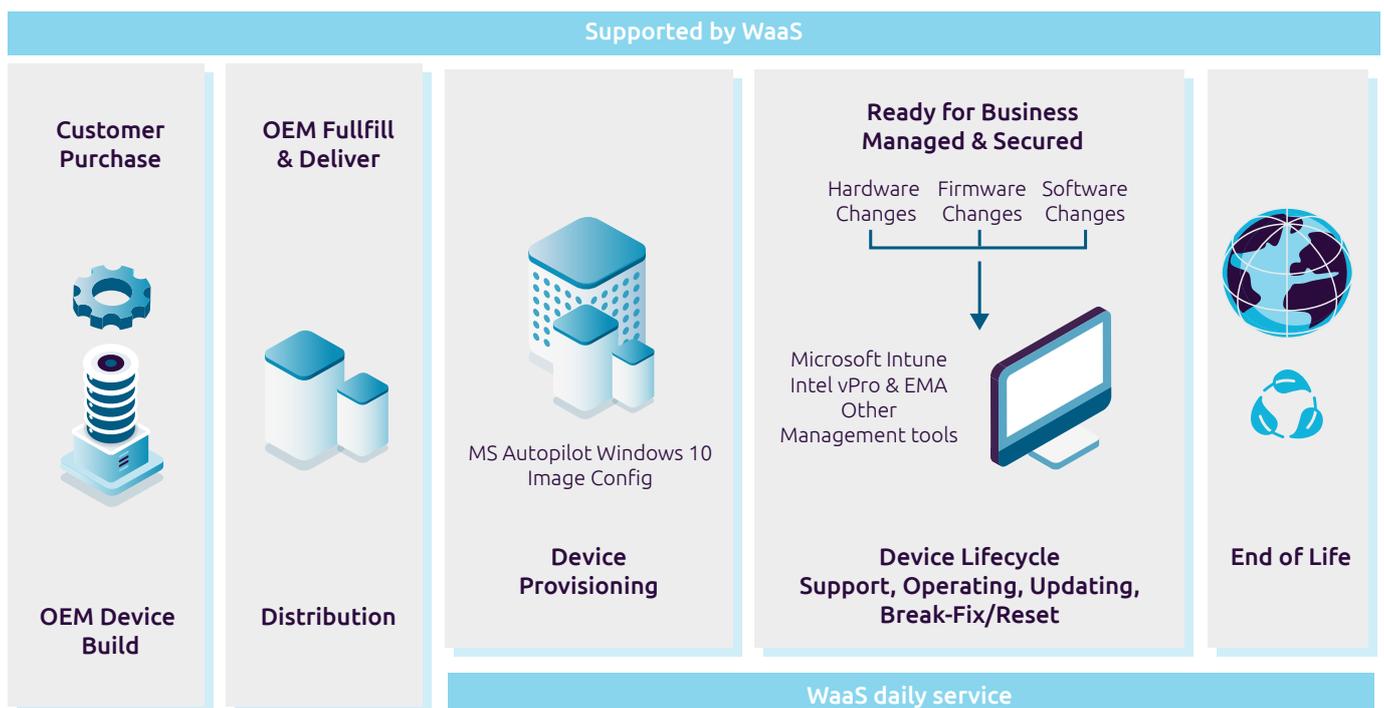
The business case for modern workplace deployment

With Sogeti Smart Workspace as a Service, devices are automatically configured for organizational policies, department roles and user work environments immediately upon sign-in. Device configuration occurs with minimal interaction between users and IT, and the device is ready for use without need for costly manual setup. No maintenance is required for images and drivers, and IT does not need to touch the devices. Easy integration into the device supply chain and simplified processes for users and IT mean all parties can focus instead on other ways to add value to their business. In the event of issues such as malware attacks or data leakage, easily reset devices to a business-ready state while protecting the data on the device.

Way towards modernization

Intel is paving the way to workplace modernization by providing the Intel vPro platform for IT operations with enhancements addressing security, manageability, stability and performance. With Intel AMT, IT operators can remotely use, deploy, manage and help protect corporate devices inside and outside the firewall. Save time and support today's mobile workforce with persistent out of band maintenance, included as part of the Intel vPro platform.

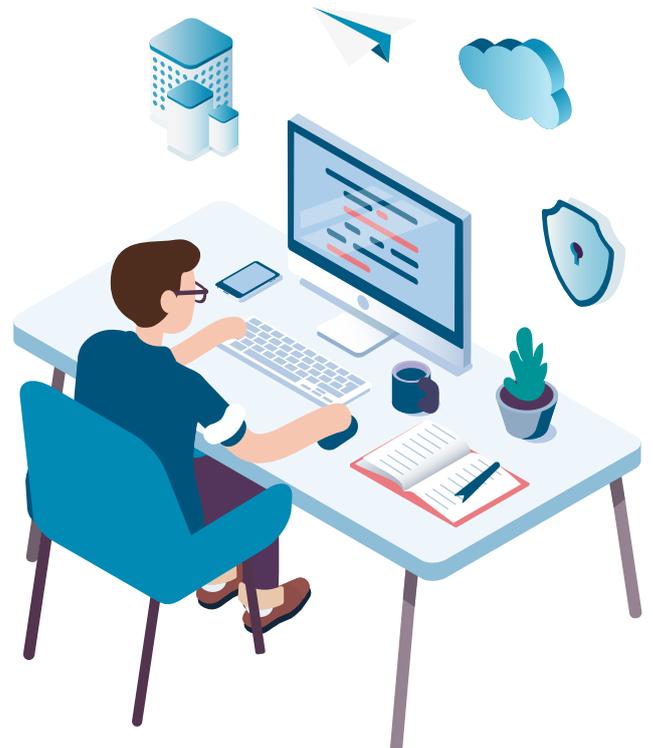
Figure 3
Workplace Device Managed Service Lifecycle



Deploy the modern workplace

Empowering teams in a modern workplace is about providing a support ecosystem that spans software, such as Microsoft Office, Microsoft Windows, and Microsoft Azure Cloud, on manageable hardware devices built on Intel vPro technology. Sogeti offers device management as part of the Workspace as a Service managed service. This service automates most of the process components, from provisioning the device to providing remote support and is an important element of the modern workplace deployment providing organizations operational flexibility and speed.

Sogeti Smart Workspace as a Service offers modern workplace deployments as a zero-touch solution. To find out how we enable the secure remote workplace that reduces TCO for your business, tightens security and improves workforce availability, contact us today.



About Sogeti

Part of the Capgemini Group, Sogeti operates in more than 100 locations globally. Working closely with clients and partners to take full advantage of the opportunities of technology, Sogeti combines agility and speed of implementation to tailor innovative future-focused solutions in Digital Assurance and Testing, Cloud and Cybersecurity, all fueled by AI and automation. With its hands-on 'value in the making' approach and passion for technology, Sogeti helps organizations implement their digital journeys at speed.

Capgemini is a global leader in partnering with companies to transform and manage their business by harnessing the power of technology. The Group is guided everyday by its purpose of unleashing human energy through technology for an inclusive and sustainable future. It is a responsible and diverse organization of 270,000 team members in nearly 50 countries. With its strong 50 year heritage and deep industry expertise, Capgemini is trusted by its clients to address the entire breadth of their business needs, from strategy and design to operations, fueled by the fast evolving and innovative world of cloud, data, AI, connectivity, software, digital engineering and platforms. The Group reported in 2020 global revenues of €16 billion.

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