

MODERN WORKPLACE MANAGEMENT

With our Modern Workplace Management (MWM) service, Ctac helps you take control of the modern workplace at your organisation. This service supports different types of devices to improve employee productivity and to keep the business data your employees process safe.



What does Modern Workplace Management comprise?

This service includes the following components that are created using the technology of the Microsoft Enterprise Mobility + Security solution.

- Operating System Management
- Identity Management
- Application Management
- Data Management
- Print Management
- Security and Compliance Management

Operating System Management

Ctac manages the various operating systems in terms of policy rules and application roll-out.

Identity Management

Identity Management is one of the most important components of this service. Every employee has their own identity which gives them access to data within your application landscape. Their identity forms the basis for assigning rights and roles. The identity system determines how an employee can access certain data or applications. To make life more convenient for employees, single-sign-on is an important part of this solution. As an organisation, you can provide additional protection for sensitive data based on a multi-factor authentication approach. Microsoft Intune is fully integrated with Azure Active Directory.



Data Management

Data classification is important to be able to protect data properly. It is often already being enforced under an information security policy. You can then reuse this classification to attach rights to files. Ctac can provide you with this solution using the Azure Rights Management module in this service. This module works best in harness with your existing SharePoint online document management system, for example.

For personal files, OneDrive is available for employees to synchronise locally those files that are stored online. If a device is lost or stolen, or when an employee leaves the company, you want to be sure that all company data is deleted from the device. Selective deletion of company data can help you with this. This can be used to prevent personal data from being affected in the case of a personal device (BYOD).

Application Management

This module allows you to enable your employees to have a degree of control over the applications they want to use. All applications are made accessible to your employees through the company portal. Each employee can then choose which applications they want to work with. Ctac can make new applications available through this company portal at your request. Print Management This module supports the use of business print facilities. When necessary, the right drivers are made available from the managed service.

Security & Compliance Management

The service has been designed to incorporate the principles of security by design and privacy by design. Security requirements are enforced through policy rules, such as:

- Disc encryption for local drives and portable media
- The ability to delete from devices remotely
- Enforcing VPN connectivity from the master device
- End-point protection against malware

Activity catalogues

Ctac uses activity catalogues for each service component to make it clear which party performs each activity, and whether an activity is a fixed part of the scope of the Service Agreement between the client and Ctac.

The following activities are part of this service; a short description is added for each activity.

ACTIVITY	DESCRIPTION
Hardware management	Performance of general management and registration tasks during the life cycle of a device.
Usage. Security & compliance	Proactive management of any non-compliant findings for devices and of conditional access to new Microsoft Office 365 functionality.
Maintenance of a mobile device management platform	Maintenance of the Microsoft Intune platform, including management of the deployment system for the roll-out of images to laptops.
Windows OS patch management	With Ctac's patch management policy and procedures, systems receive the agreed security updates.
Windows OS Image Management (updates)	The master image is refreshed a maximum of twice a year with the latest hot fixes and security updates.
Laptop roll-out (Windows)	In order to initiate this service and manage a new (Windows) system, an initial roll-out process is necessary.
Phone/tablet roll-out (iOS/Android)	In order to initiate this service and manage a new tablet, an initial roll-out process is necessary.
Create OS master image	A master image is created for each device type, in line with business requirements and layout.
Image management (Windows)	The master image is refreshed with the latest hot fixes and security updates.
Application packaging	Applications are made available based on two options (mandatory/optional) through the company portal.
Device/data destruction	At the end of their life cycle, Ctac helps to destroy the stored data correctly and securely.
Support for Bring Your Own Device	Adding a device to the mobile device management solution.
Device withdrawal	Withdrawing a device, for example when a person leaves the company (laptop/tablet/telephone).

Would you like to know more about Workplace Management with Ctac?
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