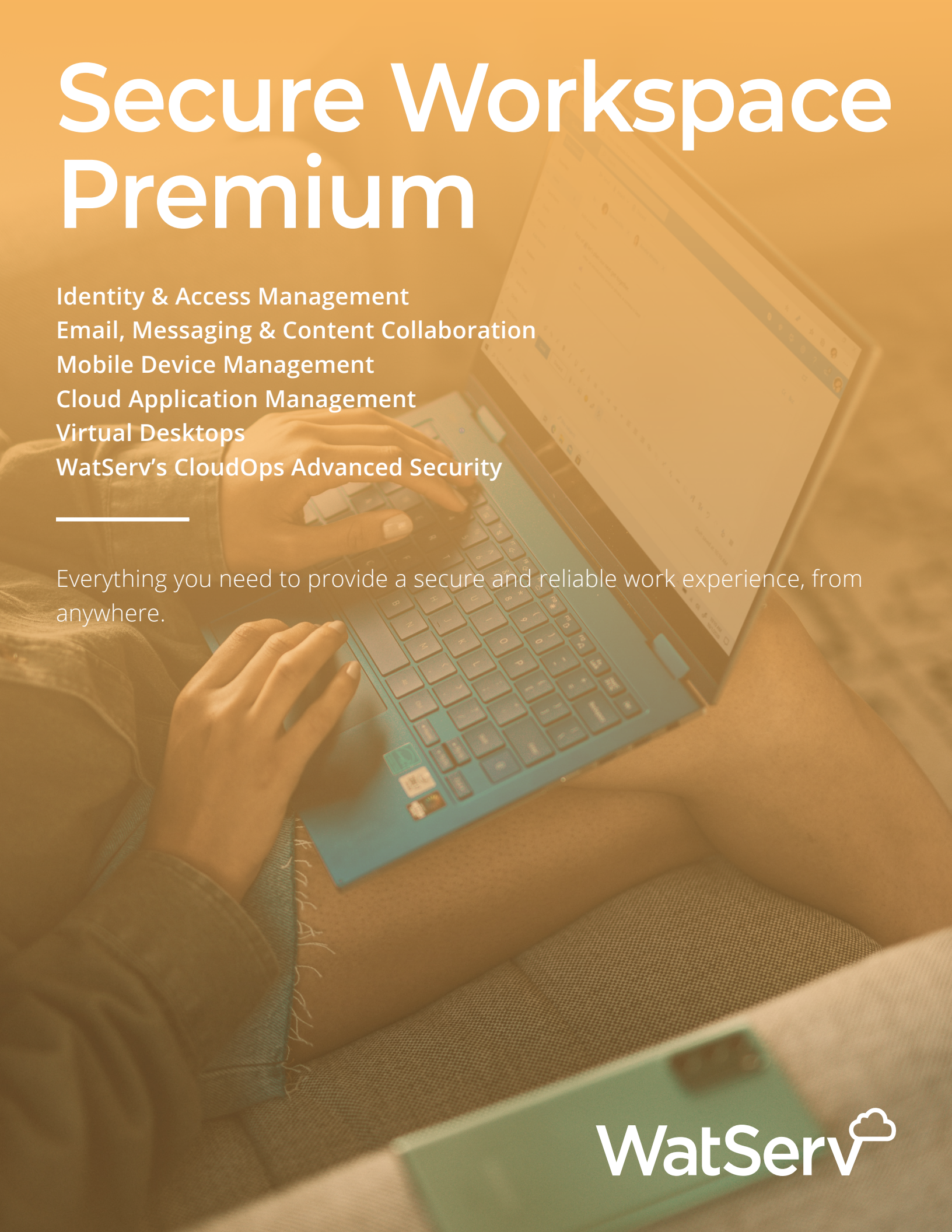
Secure Workspace Premium

Identity & Access Management
Email, Messaging & Content Collaboration
Mobile Device Management
Cloud Application Management
Virtual Desktops
WatServ's CloudOps Advanced Security

Everything you need to provide a secure and reliable work experience, from anywhere.



WatServ

Secure Workspace Premium

The WHO is reporting a fivefold increase of cyberattacks and email scans. Moreover, 43% of organizations currently use overlapping productivity solutions. WatServ's Secure Workspace Premium solution addresses these challenges. Providing an end-to-end solution that covers identity and access management, endpoint management, and virtual desktop, it protects your business from unnecessary risks and costs, while offering employees a safe and secure experience.

BUSINESS DRIVERS

The cloud is ubiquitous
—
90% of companies are on the cloud

There is growing device, OS & app diversity
—
60% of employees use mobile apps for work-related activities

Updates are continuous
—
1-4x per month is a typical update cycle

Cybersecurity is a concern
—
70M smartphones are lost each year

BYOD is common
—
95% of organizations allow personal devices

Device Management
—
$3.92M is the global average cost of a data breach

Get the Right Solution for Your Company

Foster productivity, security and simplicity.

Secure Workspace Premium

SOLUTION HIGHLIGHTS

Designed to foster productivity, security and simplicity.

Secure Workspace Premium is a complete suite that deploys a secure workspace for SMB customers, allowing the use of an email and calendaring platform (Exchange Online), and messaging & content collaboration (through Teams and SharePoint). Premium also enables customers to manage and secure the Endpoints associated to the end users, providing central management and deployment of Line of Business (LOB), SaaS, Microsoft apps along with Windows Updates, along with centrally managing Security Policies. Finally, this solution adds desktop and app virtualization services that run in the cloud, allowing customers to implement BYOD and enabling users to securely access the environment from anywhere and from any device.

KEY ACTIVITIES & DELIVERABLES

INCLUDES EVERYTHING FROM **SECURE WORKSPACE ESSENTIALS:**

1. Deploy identity management and extend to Azure Active Directory (Hybrid Identity)
2. Configure enterprise grade Microsoft supported messaging platform, emailing & calendaring through Microsoft Exchange Online
3. Configure secure messaging and content collaboration (Teams and SharePoint)

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PLUS, MOBILE DEVICE MANAGEMENT & CLOUD APPLICATION MANAGEMENT:

4. Configure Microsoft Endpoint Manager for Azure and M365 to manage corporate devices
5. Configure and deploy enterprise Line of Business (LOB), SaaS, Microsoft apps with Windows updates, along with centrally managing security policies.
6. Configure Windows Autopilot for end user device deployment

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PLUS, WINDOWS VIRTUAL DESKTOP SERVICES:

7. Configure enterprise grade desktop and app virtualization service i.e. Windows Virtual Desktop that, runs on the cloud
   - Enterprise grade PaaS solution without the need to manage access and control layer
   - Full Desktop and Application virtualization environment in Azure
8. As-built document with all configuration details and policies documented

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WHAT'S INCLUDED

Essentials

- Identity and Access Management
- Tenant Administration
- Exchange Online Support
- Fully Functional and Managed M365
- Mobile Device Management
- Overall Windows Device Lifecycle
- Windows and Application Patching
- Cloud Application Management

Standard

- Administration of Endpoint Management
- User Management
- Mobile Application Management
- Mobile Device Management
- Update Management

Premium

- Manage Azure Resources
- WVD Maintenance and Administration
- CloudOps Advanced Security

Includes everything from Secure Workspace Essentials:

Identity and access management

- Role based access control (RBAC)
- Azure AD and Azure multi-factor authentication

Tenant administration

- M365 portal administration
- Policies for archive and retention; in place and litigation hold; and eDiscovery

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Exchange Online support
- User and group administration
- New user creation
- Update name, location, manager, etc.
- Group creation or modification
- Managed with WatServ's ticketing system

Mobile Device Management (MDM) capabilities enabled

Overall Windows device lifecycle for end users, from initial deployment to end of life

Fully managed windows and application patching, updating and deployment

Plus, Mobile Device Management & Cloud Application Management:

Administration of Endpoint Management Service
- Provision service tenant and subscription
- Manage licenses and certificates
- Report on service availability, device compliance and enrollment
- Configure connectors and integrations

User management
- Create device and user groups for device configuration and enrollment profiles
- Assign/manage profile scope for users/groups

Mobile application management
- Manage app protection, configuration and life cycle policies
- Provision line of business and store apps
- Monitor and manage app deployments

Mobile device management
- Manage compliance, configuration and conditional access policies
- Manage device enrollment policies for corporate and BYOD devices

Update management
- Manage Windows 10 feature/update policies
- Manage iOS/iPad update policies

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Plus, Windows Virtual Desktop services:

Manage Azure resources related to Windows Virtual Desktop (WVD)

- WVD tenant administration
- WVD resource group
- WVD storage account
- WVD administrator user management
- Azure Active Directory Domain Services WVD Components
- Azure multi-factor authentication
- Backup and disaster recovery

Deploy WVD maintenance and administration

- User profile management (FSLogix)
- Management of app groups
- User assignments
- Policy management
- Host pool configurations
- Load balancing and publishing of resources
- Image development
- Image OS and WVD patch management

CloudOps Advanced Security includes:

- Endpoint protection and endpoint detection and response software
- Vulnerability management
  - Vulnerability scanning and reporting
  - Remediation guidance and follow-up (actual remediation to be performed by the customer)
- Security log management and SIEM
  - Log collection, centralization and correlation for threat detection
- Security incident management
  - Alert review
  - Incident detection, prioritization, investigation, containment and escalation
  - Incident remediation and recovery guidance
  - Attack containment and/or recommendations and guidance
  - Security incident management reporting
- Security operations center as a service (SOCaaS) and incident management

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OUR APPROACH

WatServ's approach follows the Microsoft Cloud Adoption Framework:

Define Strategy

Evaluate existing capabilities and identify high-value objectives.

Plan

Create a service blueprint considering current and future needs.

Ready

Deploy foundation to enable and prepare the environment.

Adopt

Enable and adopt your enterprise-level secure workspace solution.

WatServ Secure Workspace

Govern & Manage

Receive ongoing advanced security, support and managed services.

TIMELINE

Deployment

Up to 40 FTE days engagement within a 3-month period

WatServ is SOC 2 certified for its CloudOps Managed Services, based on an audit of its Type II report.

Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 is an auditing procedure that ensures service organizations manage customer data using controls for security, availability, processing integrity, confidentiality and privacy. At WatServ, we are committed to achieving operational effectiveness and providing assurance to our customers.

WatServ is an IT solutions provider helping clients digitally transform their businesses through cloud technologies and services.

For more information, visit www.watserv.com