How to manage your endpoints in a **remote-first world**

As businesses are thrust into a new way of working at rapid speed, the remote employee experience becomes more critical than ever. In this paper, we explain why effective remote working relies on endpoints and how to deliver exceptional employee experiences when all your workers are outside of the office walls.

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Introduction

Only a few months ago, a fully remote workforce was something of a futuristic concept for most organizations. But COVID-19 just made that a reality, causing the most seismic shift in business operations in a generation. Almost overnight, all organizations around the world had to ready an entirely full-time remote workforce, creating unprecedented challenges for IT and employees alike.

The coronavirus pandemic has blurred the lines between employee expectation in the office vs in the home. Now that more workforces have been forced to go remote, employees no longer just want the same experience with technology at home as in the office, they need it to ensure they can do their jobs.

The currently situation has taught us that our lives are in a constant state of flux. Change is, arguably, the only constant. That's never been more evident than in the COVID-19 crisis that has mandated most organizations, almost overnight, must send entire workforces home to work for the foreseeable future.

Operating in a remote-first world

As remote working become the norm, the reliance on software to create and deliver value grows exponentially. The right technologies can help businesses reduce downtime, improve the employee experience, increase productivity, and enhance overall satisfaction. But more than that, the right technology can help employees transition to working from home, full-time. For a lot of employees, this will be the first time they have made such a significant shift in workplace so the technology provision must help them with that shift and ensure they can continue to do their best work while the uncertainty of the coronavirus pandemic circles around them.

Employees are also working from home with partners and families around them, so an increased amount of pressure and stress is factored into everyone's daily lives now. Employees don't need technology to get in the way of doing their job when faced with the distractions of being in a home environment.

With a new way of working becoming the norm for many, the proliferation of remote endpoints and remote working won't slow down. What if the coronavirus pandemic shows enterprises that employees can work from home and do just as good a job, making remote working a much longer-term strategy? Businesses need tools that can help them manage and secure remote endpoints across the entire IT estate, while also measuring the experience a remote employee has with their endpoints and whether those endpoints are hindering or helping employees do their job.

But while business leaders are often concerned with customer experience (CX) as a major deliverable, the employees and their experiences are often forgotten and left behind, especially so when they are working remotely. But the coronavirus pandemic means the employee experience is more important than ever now that we don't interact with our colleagues or with the business in the same way we used to. Endpoints are critical in this instance. They're the primary tool employees use to stay in contact with the business, remain productive, and be able to maintain normality in a new, remote environment. Which means that endpoints need to be performant, supported, and secure.

However, more often than not, employees must 'just get on with' using tools not up to the job which can affect their ability to work productively in a remote environment and negatively impact the experience they have when working at home.

But why haven't organizations invested in the technology to deliver remote working at scale when remote working is clearly good for business? 85% of businesses confirm that productivity has increased because of greater flexibility and 77% say allowing employees to work remotely leads to much lower operating costs.

The end of the office worker?

While all enterprises have spent time getting their employees up and running remotely to meet the immediate need thanks to the coronavirus pandemic, remote working could simply become the way business is done in the future. While the current pandemic's end can't be accurately predicted, what we do know is that this isn't likely to be the last time something of this magnitude affects business operations. So it's in the interest of both employees and the business that IT leaders start to think about not just enabling remote working for a temporary period in reaction to something such as COVID-19, but work to enable remote working for good in the long term.

While a lot of organizations support remote working, full-time remote for the entire workforce is a different story. But that shouldn't be shunned. It's clearly good for the employee experience. 90% of employees say allowing for more flexible work arrangements and schedules increases employee morale, and 80% of remote workers experience less job-related stress.

So while it is clear remote working is a huge part of delivering a great overall employee experience, employee experience is a huge part of the overall competitiveness and performance of a business.

According to HBR, companies that invest in employee experience outperform those that don't, generating four times more profit per employee and three times more revenue per employee.

Clearly, a big part of delivering great employee experience is the ability to enable and empower a remote workforce, which sits firmly within IT's remit.

In all of the chaos from the coronavirus pandemic, it's obvious that remote working is critical, and it's also clear that if we can enable a productive remote workforce the employee experience can be greatly increased, and then when we deliver exceptional employee experiences the business can grow. But it all starts and ends with endpoints.

Endpoint performance is make or break for every organization

For a full-time remote employee, their endpoint is critical. It's the primary tool connecting employees from their home to the business, allowing them to continue to work productively in a remote environment.

And because employees now demand a productive, secure, and enabling technology experience with their endpoint no matter their location, the gap between employee expectation and IT provision should be on the minds of all IT leaders. As PwC states, "if you don't have a clear and accurate understanding of how your people use technology in their jobs, and what they need and want from those tools, their overall experience at work can suffer".

Without the right tooling, a bad employee experience can rip through an entire organization in a way no leader wants. Why? Well, employee engagement and productivity will fall but the real reason why endpoint performance is make or break for the employee experience is because of the new reality we all find ourselves in. We'll all be feeling the strain of social distancing, so the endpoint is the thing that brings some normality back to a significantly disrupted way of life, not just way of working. The endpoint brings us back to our colleagues, to the business, and it keeps us close when, in reality, we're all very distant.

The onus is on IT to ensure that technology, or the endpoint, isn't an added strain on employees in such unprecedented times. Endpoint provision needs to bridge the gap between not only what employees want from the business, but what they need, to remain happy and productive in this new normal.

> **78% of organizations** say they need significant external help to support the planning, design, and execution of digital workplace projects

Managing change through technology

To simply keep on top of change is no longer enough. We can't find ourselves in reactive mode to a situation such as COVID-19 again. IT wasn't prepared for the change, and employees certainly didn't expect it. Businesses must prepare for similar occurrences to impact their day-to-day operations in the future, but the difference is that next time they'll be prepared and can deal with it proactively, rather than reactively.

To do that, and to survive in a constantly changing world, requires a deep understanding of people and technology to bridge the gap between employee expectations and IT provision, especially so in a world now driven by remote working. But the gap between what employees expect and what IT can deliver is one of fierce debate.

According to research from PwC, leaders say they're choosing technology with their people in mind, but employees disagree. 90% of C-suite executives say their company 'pays attention to people's needs when introducing new technology', but only 53% of users agree.

Employee-driven tooling is critical because it's that tooling which will ensure a business can thrive in the face of unprecedented shifts in business operations. Endpoints are what keeps businesses going throughout unprecedented change, such as a global pandemic. So to manage change and prepare for things like this in the future, businesses must take heed of employees' expectations, needs, and wants as they adapt to remote working at scale.

At the end of the day, the employees' number one tool is their endpoint, and more often than not it's too slow and IT teams have limited real-time insights to do anything about it. But the thing is, IT struggled with this when everyone worked from the office. Imagine the challenge now they're all remote.

As technology is now an integral part of the overall experience employees have at work, and as more employees than ever are working remotely, EUC must move up the corporate agenda to help not only employees thrive but to reduce the burden on IT teams and support businesses as they compete and grow in an ever-changing world. But there are a few things getting in the way...

Part 1: Exploring the barriers to better remote employee experiences

The EUC infrastructure of today struggles to keep up with the pace of change and is unable to react to a significant shift in business operations. How many businesses struggled to ready an entirely remote workforce when the coronavirus pandemic hit? Few organizations, if any, were truly able to adapt at the speed the pandemic dictated we respond. The transformation of the workplace and employee expectations for stable, responsive, and performant endpoints outside of the office walls requires a new approach.

But the role EUC plays in the business transformation is gaining momentum: Gartner reports that the percentage of CIOs with end-user service organizations as a direct report will rise from less than 5% in 2020 to 50% in 2024.

As any IT leader will know, the management of remote endpoints can be anything but predictable and harmonious. Unforeseen issues, like the COVID-19 outbreak, can cripple resource-limited IT teams. The larger the remote environment, the larger the obstacles, and the larger the security impact should an unexpected issue arise.

As IT teams are routinely expected to 'do more with less', and as more remote employees means more service desk incidents, issue remediation becomes an endless IT to-do list and longer resolution times become the norm. As a result, employees become a second thought and lose faith in IT services, significantly impacting the remote employee experience. But that's if employees can even work remotely at all...

> When focusing on innovation and adopting new technology, IT initiatives result in a **44% increase in speed to market and an average of 35% in new revenue** as well as increased employee productivity and satisfaction

Organizations lack the technology required to deliver remote working at scale

Transforming into a digital-first workplace and meeting the demands of a tech-savvy remote workforce requires the right technology and tooling. But current tools used aren't supporting remote working at scale. Why?

- **Clouded vision.** Current tools aren't giving IT teams visibility of the right metrics or data that they need to measure firstly whether an employee can work in a new remote environment, and secondly what that experience with the remote endpoint feels like. IT managers need to see how the employee experience is being impacted by a new remote environment right now as well as how it is changing over time.

- **Can't turn data into action in real time.** The data that is available to IT isn't always real-time. To deliver a good remote experience, IT needs to be able to turn insights into action in real-time to proactively identify poorly performing and unstable devices and remediate issues before the employee reports them. Policy-based tools are made for standard daily operations, and so don't allow for fast responses to unplanned events. This is increasingly important to maintain a healthy compliance and security posture when, all of a sudden, endpoints are located outside the corporate network.

- **Lack of automation.** Current tools focus on workflow automation but lack in task automation capability, resulting in an endless IT to-do list. When an issue does arise, the power to solve it immediately and at scale isn't there. Automation needs to be present so that any fixes can be applied at a broader scale to increase IT team efficiencies. Deep, real-time insight and performance data is required on a single remote endpoint with clear correlation across multiple endpoints to spot issues across the board and step in for remediation.

- **Disempowered employees.** No matter whether employees are at home or in the office, people like to feel empowered. Current IT provision struggles to support employee empowerment because they focus on 'page pushing' rather than guided remediation. In this new normal, IT must help employees help themselves. Future tools that are deployed must give the employee the empowerment and autonomy they need over not just the devices they choose, but how they choose to use them, with what software, and then how they fix them.

For an employee working only from home, the endpoint is their primary work tool connecting them to the business and so it must meet three objectives: performant, supported, secure. But as those endpoints move outside the corporate network, the three objectives become critical challenges for IT as they seek to build, support, and maintain a remote workforce at scale.

> "Despite the new reality of remote working at scale, Forrester cites that 53% of all employees actually can't work remotely because their **'organization doesn't have the technology to support it'**."

Challenge 1

A fully remote workforce is the new normal and the onus is on IT help them transition while focusing on enabling a productive and a positive remote working experience

A fully remote workforce is a world away from how businesses thought they'd be operating only a few months ago. Not only was IT not prepared or equipped to deal with such a change, employees weren't ready either. So what happens when all employees are suddenly told to work from home, full-time, for the foreseeable future?

- Employees start to experience connectivity challenges such as available network bandwidth and VPN issues

- The issues that employees face with their remote endpoints aren't easily fixed by IT

- When endpoints start to have issues and aren't performant (unresponsive), employees face constant disruptions affecting their productivity and quality of work

- To avoid more unnecessary interruptions, employees need greater levels of flexibility to self-serve apps and services they require to remain as productive at home as in the office
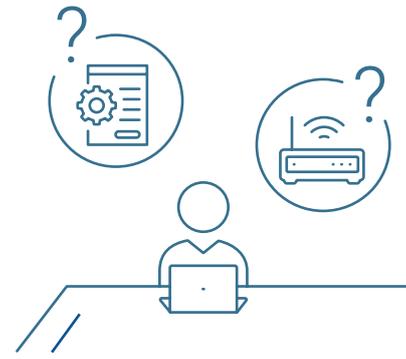
Challenge 2

More remote workers, more service desk incidents that could crash an underprepared and already overwhelmed IT team

More remote working for an already resource-limited IT team and service could cripple the IT support infrastructure of an organization. That's not something that any business would want during a major global pandemic. So what happens when the entire workforce is operating remotely for the first time and everyone runs into issues with their endpoint? A spike in incidents and an overwhelmed help desk.

- As more employees work from home, more tickets will be sent to the help desk which is already under capacity

- But the existing tools used by organizations to support remote working at scale are failing

- Now that the workforce is predominately remote, IT loses its ability to maintain real-time control of all endpoints

- Information about complex issues isn't shared programmatically across the help desk or baselined into automated remediations, meaning tickets aren't closed quick enough

Challenge 3

1,000s of remote endpoints means a security and compliance minefield for organizations

As all endpoints are now remote, outside of the corporate network, security and compliance issues become a nightmare for IT. It's predicted that this new vulnerability of endpoints will be exploited by cyber attackers to gain access to corporate networks during the COVID-19 crisis. In fact, it's reported that cyberattacks are likely to rise 30-40% during the pandemic. And, according to IDC, 70% of all breaches still happen via the endpoint.

Data from Juniper Research suggests that the average cost of a successful breach in 2020 will exceed $150 million. Not only that, it's estimated to take businesses 197 days to detect a breach on their network. Add that's before mandated working from home, so what happens when all endpoints are suddenly located outside of the corporate network?

- The likelihood of cyber-attack, theft, and loss of endpoints increases exponentially

- With endpoints located outside the corporate network, many of the existing security and operational tools used by organizations struggle to remain effective

- Keeping a remote endpoint estate patched and compliant becomes a huge challenge for IT

- With such a large, remote, and distributed endpoint estate, IT teams lack visibility of all endpoints and can't respond fast enough when compliance and security incidents occur

While the COVID-19 problem is immediate for businesses as they gear up for remote working at scale, the solution needs to be long term. The immediate need driven by the outbreak means the answer isn't in ripping and replacing and the long-term solution means properly preparing for the future of work.

Part 2. Enabling IT leaders to roll out remote working at scale without compromising the employee experience

The transition to a more connected, digital, and agile workplace that supports remote working at scale, with the ability to scale up and down in line with macro trends, isn't a nice to have. It's critical to the ongoing sustainability of a business.

So what does a connected and agile business look like for IT?

Productive digital-first employees
- Best available devices and software for the role
- Enable employees to work from anywhere
- Reduce overall dependency on central IT

Fully supported by a best-in-class service desk
- Complete control and visibility of all remote endpoints
- Proactive and automated issue identification and resolution
- Augmented with chatbot capability for user-guided remediation

With the lowest possible risk
- Rapid response: proactive prediction and prevention
- Security: patched endpoints and real-time response to security threats
- Compliance: legislative, regulatory, and contractual

To deliver against those goals and respond to full-time remote working due to the coronavirus pandemic, enterprises need new approaches. They also need to think beyond simply enabling a digital workplace strategy through better EUC provision, but also setting a strategy for issue resolution in the areas of governance, risk, and compliance.

So here's how IT leaders can both satisfy the needs of remote employees as well as those of the business through real-time endpoint management.

1. Experience-focused dashboards will give you in-depth insight into employees' ability to work productively from home

While a fully connected, digital, and agile workplace that supports remote working at scale and empowers its employees is the goal, getting there involves the right tools that can give complete visibility into how employees are engaging with endpoints at scale.

The problem with sending an entire workforce home to work for the foreseeable future, is that you can quickly lose visibility and control over your remote endpoints. But even when they were all in the office, measuring the experience and relationship between endpoint and employee was hit and miss. So it becomes an even bigger challenge now they're remote. IT leaders

must be able to analyze the experience employees are now having with their endpoints, working in a new remote environment. Are the endpoints actually enabling the employees to work at all, let alone productively? Can you pinpoint issues that are preventing employees from working, and then remediate the issues before the employee comes to IT and reports it?

With deep insight into how device usage is impacting employee productivity and experience, enterprises can ensure that employees have stable, responsive and performant endpoints.

IT managers require a holistic device experience monitoring tool that goes beyond simply identifying issues or performance bottlenecks, but one that gives insight into the action that needs to be taken to remediate them. Proactive prediction, real-time monitoring, root cause analysis and automated remediation from one tool puts the power and control back into the hands of the IT team, even when all endpoints are now remote.

Customizable experience dashboards give IT managers that vision and control via an overview 'experience score' that is built by monitoring key areas that could affect the relationship employees have with their endpoints. Those three categories are: stability, responsiveness, and performance.

- **Stability.** The first experience metric pinpoints how stable the endpoints are and gives an overall score of how 'crashy' operating systems (OS) and drivers are so you can find the most disruptive elements to the remote employee experience and remediate them quicker than ever before. Within such a dashboard, IT can add custom metrics, and filter based on OS, hardware, criticality, location, and management groups. Building on this, IT teams can develop specific criteria for 'remote working experience' which looks at key software and tools now frequently used by remote employees, such as collaboration tools, and understand how well they all cumulatively work and impact endpoint stability. Grouping software specific to remote working into a 'remote working experience' score can help IT ensure employees are having a enabling and productive relationship with their endpoints.

- **Responsiveness.** Running synthetic microtransactions across all remote endpoints helps IT leaders look at how endpoints are responding as if they were in the employee's shoes. This kind of analysis can help you understand if an endpoint is going to perform to the employee's needs or hinder them. You can then find the culprit software and remediate the issue. By identifying and implementing root cause analysis of processes that are interfering with normal, productive activity that the employee expects can significantly improve the relationship they have with their endpoints.

- **Performance.** Performance checks in the dashboard show the four key metrics used to determine the overall device performance such as system disks performance, CPU performance, memory performance, and network performance.

By combining these checks into one dashboard, IT teams can gain in-depth performance insight as well as the power to proactively pinpoint critical issues and remediate them in real-time across all remote endpoints, before the employee even realizes they existed in the first place.

2. Scale-up the IT help desk with proactive visibility into endpoints and automated remediation at scale

With more people working remotely, there's likely to be more calls to the IT help desk. With holistic visibility into endpoint health, help desk agents can proactively find and remediate issues on single devices and set policies to apply and automate the same fix across an entire remote endpoint estate without the employee ever having to raise a ticket.

Your help desk agents must be ready to quickly and remotely remediate issues, not just log and move tickets higher up. The way to do this is programmatic knowledge sharing to ensure L1 engineers can resolve issues on first call. Diagnosing problems across devices interactively and remediating issues without escalating to higher levels of IT support improves first-time resolution rates and mean time to remediation (MTTR) as well as satisfaction levels for the employee.

Empowering IT staff to resolve issues immediately, automating common but complex scenarios, provides instant gratification for both IT teams and employees alike.

Monitoring endpoints at scale for leading indicators of recurring issues as 'triggers' for automated remediation helps to reduce downtime and reduce the volume of support tickets that IT would need to deal with for the same or similar issues. Rules can be built for any frequent incidents (the system would look for specific triggers which can say that an issue is likely) and then proactively respond to them before the employee is even aware something's wrong.

This also helps with compliance and security challenges. Imagine being able to support all remote endpoints and set automatic triggers so as soon as devices become out of policy, they'd be automatically fixed. Setting these types of rules and guidelines in tailored environments means IT teams can rapidly patch and control drift across a remote endpoint estate as well as develop and automatically test fixes that scale across the organization and every endpoint, regardless of type.

To improve the overall experience an employee has with their devices requires continual in-depth monitoring of the endpoints' health so that issues can be identified and prevented before they occur, before the employee raises a ticket, or before the issue turns into a major incident. Proactively identify and remediate issues, and then automate fixes. Implementing proactive maintenance through intelligent estate-wide policy setting is critical to enable full-time remote working at scale.

3. Employees need empowerment because they no longer have physical access to IT support, so give them a self-service IT experience

Empowering employees is a big part of the remote employee experience. People don't want to come to IT for every little issue. They want to feel as though they're in control of their devices. IT teams can put them in the driving seat through:

- **Self-service application management that gives employees an app store experience to manage software on their own terms.** With a remote workforce, software requests could quickly spiral out of control without well-defined application management. Remote employees can't wait days for new software through raising requests, waiting for approval, and then installation. Imagine the downtime and diminished productivity due to that? Giving remote employees the ability to self-serve applications can keep them satisfied and productive, but also reduce the IT burden through automated approval workflows and rapid deployment to meet their needs as well as manage software sprawl and license costs.

- **Chatbots that offer guided remediation for commonly occurring issues to deflect help desk tickets.** With a large remote workforce, enabling automated remediation of common issues wherever the employee is located is critical. Using virtual agents and chatbots to communicate intelligently with remote employees, they'll be empowered to immediately fix issues themselves.

Employee empowerment is critical now employees are remote. Empowerment means not only that employees can be productive all the time, but feel more connected to the workplace and be in control of their work when everything else around them feels out of control. And empowerment goes beyond the ability to simply secure devices so they can actually work remotely, but the ability to self-heal when certain issues arise, and choose the software they need, when they need it, in a remote environment. This is even more critical when employees are mandated to work from home and are unable to return to the office for assistance.

With intelligent tools such as chatbots and virtual agents, EUC leaders can further reduce incident volume and empower employees to self-heal and remediate hundreds of common issues from VPN repair to printer deployment and even complete Windows OS refresh scenarios. For problems which require more drastic action, like rebuilding a Windows PC, the employee can self-serve from anywhere while being guided by an intelligent agent.

Giving the employee autonomy and the ability to deal with their own problems can significantly improve their satisfaction and the experience they have with their endpoints while working remotely.

4. Stay in control of all remote endpoints to manage security and governance challenges

Unpatched devices are a huge security vulnerability, so whether your employees are in the office or at home, it's critical to be able to manage compliance and drift control. If you're able to gain deep visibility and control across the endpoint estate, you can better manage risks. Make sure that even the most complex baselines can be easily created and applied so they react in real-time (without the need to wait for polling cycles) and stop issues before they become serious problems.

Through this, you can also be sure to have more reliable and secure devices, lowering IT burden and operating costs through event-based configuration management for both security and operations compliance.

This also improves the remote employee experience because the devices are more stable and cause fewer disruptions (increased failures, support costs and vulnerabilities due to configuration drift on the endpoints can significantly impact the employee experience). IT teams should be sure they can patch from anywhere with confidence and protect the network through bandwidth management, especially considering you can expect to see a lot more traffic going through your VPN.

While all endpoints are outside the corporate network, the increase likelihood of theft and loss becomes a challenge. IT teams must be able to have complete control and full visibility of the entire remote endpoint estate so data can be wiped, and device risk eliminated.

Conclusion: An Experience only Tachyon can deliver

In an age where employees are increasingly expecting a 'consumer-driven' experience with their endpoints outside of the office walls, it's time enterprises changed their approach so they can keep up and compete in an ever-changing world.

That's why it's more important than ever to monitor and optimize the remote employee experience with a product like 1E's Tachyon, which was designed specifically with remote employees in mind. To help you with your remote workforce, and to overcome some of the challenges discussed in this paper, 1E has developed a plan for effective remote working.

1E's five-point plan for effective remote working at scale

1. Help you get remote employees up and running
- Gain real-time control and visibility over all remote endpoints without impacting networks
- Run synthetic transactions on all endpoints to measure device performance and see if remote employees can work, and then proactively resolve any performance issues

2. Enable long-term remote working
- Ensure endpoints are always performant, responsive, and secure by resolving any issues in real-time across remote endpoints
- Implement task automation to resolve issues directly from the Service Now console for first call issue resolution

3. Provide a self-service IT experience to remote employees
- Give employees the autonomy to manage their endpoints through self-serve software and services
- Empower ServiceNow chatbot with endpoint automation to resolve common issues

4. Scale-up the service desk to help IT support remote employees
- Resolve large numbers of service desk tickets through automation built into ServiceNow
- Empower junior staff to resolve more issues with the right tools, data, and programmatic knowledge sharing

5. Maintain a healthy security and compliance posture
- Always stay in control of remote endpoints to ensure rapid patching and real-time compliance even if endpoints are remote and offline
- Respond to theft or loss of endpoint in real-time by safely removing all data

But the trouble right now is congested networks. That's why Tachyon uses only a single packet exchange so you can run the tool across all remote endpoints requiring virtually no bandwidth, meaning it works even when networks are saturated.

The 1E Tachyon Platform was designed to help enterprises accelerate their digital enterprise transformation and empower IT to deliver remote working at scale without compromising the employee experience. By moving beyond basic monitoring capability that current tools offer, Tachyon gives IT complete visibility and control of all remote endpoints with real-time insights so they can maintain higher levels of employee experience, endpoint performance, and endpoint security.

The strength of Tachyon is that it's not designed to rip and replace existing investments, but to work alongside other tools to enhance performance and efficiency. Nor does Tachyon intend to automate decision making—it aggregates various datapoints, giving real-time insight to make more informed decisions about an IT estate.

With Tachyon, enterprises can not only offer enhanced remote employee experiences, but enable long term remote working at scale, improving resilience to unpredictable shifts in business operations, and remain prepared for whatever change comes next.

Key takeaways

- Endpoints and remote employees are proliferating. Device sprawl is a perennial issue and a threat. Today's EUC infrastructure is struggling to keep up with the pace of change. To deliver better remote employee experiences, enterprises must transform the workplace inside and out.

- IT must deploy tools to analyze and manage the remote endpoint experience in real time but move beyond simple issue pinpointing and into proactive identification and remediation to reduce downtime and disruption to the employee experience.

- Using 1E's patented synthetic microtransaction technology, enterprises can see how endpoints perform in a new remote environment and then run root cause analysis to identify and remediate problems stopping employees from working.

- Managing employee experience through accurate digital experience monitoring (DEM) is key to reducing downtime and increase employee productivity.

- But incomplete EX tooling is hindering businesses. Current tools focus on issue identification rather than proactive remediation at scale and, most importantly, current tools analyze and measure the wrong metrics and indicators. Correlating data across a set of endpoints is crucial for remediation and prevention at scale.

- While budgets may be stagnating and resource stretched, IT can drive the digital enterprise transformation agenda by showcasing the tangible business benefits of enhanced remote employee experience such as productivity, operational efficiency, and enhanced security.

- Employees want to be empowered in work and at home. Removing the barriers to better employee experience can help enterprises empower their employees to be the masters of their endpoints and feel good about what they do while working remotely.

> "Real-time information makes all the difference. Today, 1E's Tachyon is so embedded in how our IT Operations team functions that if we were to take it out there'd be a rebellion."
>
> **Kurt De Ruwe, CIO, Signify**

CONTACT US

USA
1 Penn Plaza
Suite 2710 New York, NY
10119, USA
Tel: +1 866 592 4214

UK
CP House
97-107 Uxbridge Road
London W5 5TL, UK
Tel: +44 20 8326 3880

INDIA
10th Floor, Tower A
Advant Navis Business Park,
Sector 142, Noida – 201305, India
Tel: +91 120 402 4000

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1e.com