THINSCALE

Datasheet

SECURE
REMOTE WORKER

Securing the Endpoint for Work at Home

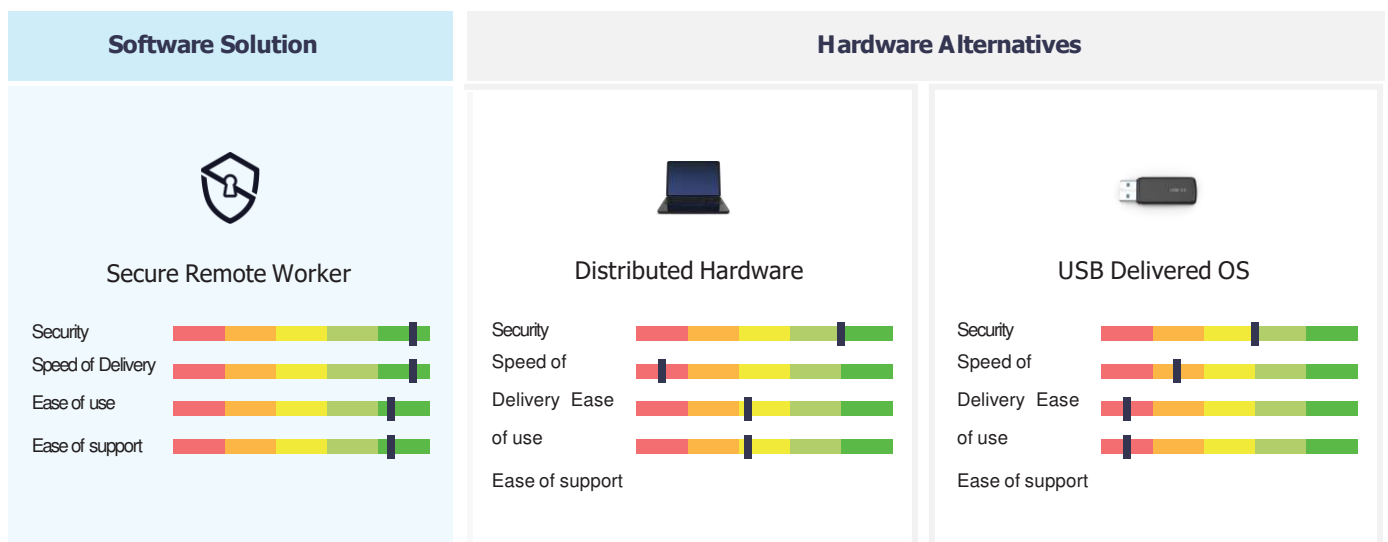# Addressing the Challenges of Today's BPO

As the adoption of work at home increases, IT teams are under pressure to provide technical solutions to some of the challenges typically associated with work at home, including:

⃝ **Security and compliance**	⃝ **Cost**	⃝ **Agent experience**
⃝ **Ease and speed of deployment**	⃝ **Scalability**	⃝ **Agent onboarding**
⃝ **Control and supportability**	⃝ **Logistics**	

Secure Remote Worker addresses these challenges by enabling agents to work securely from their own personal devices, essentially eliminating the need for the purchase, delivery and management of hardware and the issues associated with this. It does this by converting an unmanaged personal PC into a work at home enabled device which is then centrally managed.

Secure Remote Worker secures the agents personal computer allowing them to access corporate environments, applications and data while meeting all security and compliance standards. With the addition of the Validation Tool and the Single Click Installer, IT is able to quickly onboard and easily support thousands of agents.

By allowing agents to use their own devices, this dramatically reduces capital expenditure on new devices, and operational costs in ongoing device management, logistics and support. When it comes to logistics, there is no need to deliver devices out to remote agents, or retrieve devices when people leave, allowing you to expand your recruitment pool and to reduce the time it takes to recruit and onboard agents. As a software-only solution, Secure Remote Worker offers many benefits over its hardware alternatives.

Software Solution	Hardware Alternatives	
Secure Remote Worker	**Distributed Hardware**	**USB Delivered OS**
Security	Security	Security
Speed of Delivery	Speed of Delivery Ease of use	Speed of Delivery Ease of use
Ease of use		
Ease of support	Ease of support	Ease of support

> " ThinScale enables us to scale our BYOD solution rapidly and while we simultaneously manage virtual work streams remotely."
>
> **- Gary Praznik, President & CEO, iQor**

Key Benefits

Faster Recruitment & Onboarding

For new agents, Secure Remote Worker includes a unique feature that enables IT admins to check the device before they connect to ensure that it meets minimum requirements. The Validation Tool 'interviews' the endpoint to determine the patch levels, installed software, and whether antivirus is present to name a few checks. Proactively checking devices before onboarding means that any issues can be rectified in advance, drastically reducing onboarding times and reducing any initial support calls.

Simplified Management, Support & Onboarding

As Secure Remote Worker is a software-only solution, agents simply download the app, launch it, switch to 'worker mode' and are connected securely to the corporate environment in minutes! IT admins have the ability to manage the secure workspace environment remotely, allowing them to update security policies on the fly, with no need for a deskside visit or agents to travel in or send devices back.

Rapid Scaling of Work at Home

Secure Remote Worker can scale to deliver secure and managed workspace environments for thousands of remote Windows-based PCs, laptops, and thin clients, all from the ThinScale Management Platform. As a software-only solution, Secure Remote Worker delivers flexible scalability and as such, it supports any Windows-based device from any vendor, meaning IT no longer need to worry about what device the agent has.

Secure & Compliant Endpoints

Secure Remote Worker has been independently assessed by security experts Coalfire in its ability to enable PCI, HIPPA and GDPR compliance. The software temporarily deploys a secure workspace environment on a device, disabling access to the underlying OS. It employs a number of advanced security management features such as Application Execution Prevention (AEP), and USB blocking which ensure that agents only launch the authorized apps (based on central policy) and blocks them from accessing USB media devices when using their secure workspace environment.

Familiar Agent Experience

The Secure Remote Worker Workspace is a simple, easy to navigate user interface from where agents can connect to their remote environments securely. Their device is only locked down for the duration of the Secure Remote Worker session, and full control is returned to the agent once they log out. As the agent is familiar and comfortable with working from their own device, this reduces technical issues and calls to the helpdesk. The Secure Remote Worker interface is a familiar looking and intuitive Windows interface.

Lower CapEx & Operational Costs

As a software-only solution, Secure Remote Worker eliminates the need for the purchase, distribution or management of hardware as the agent's own device is used. The ease of use and speed of onboarding also reduces operational costs associated with recruiting, onboarding and rolling out of work at home programmes.

Have a Question?

Feel free to get in touch with us for any questions relating to your remote working deployment.

Get in Touch

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