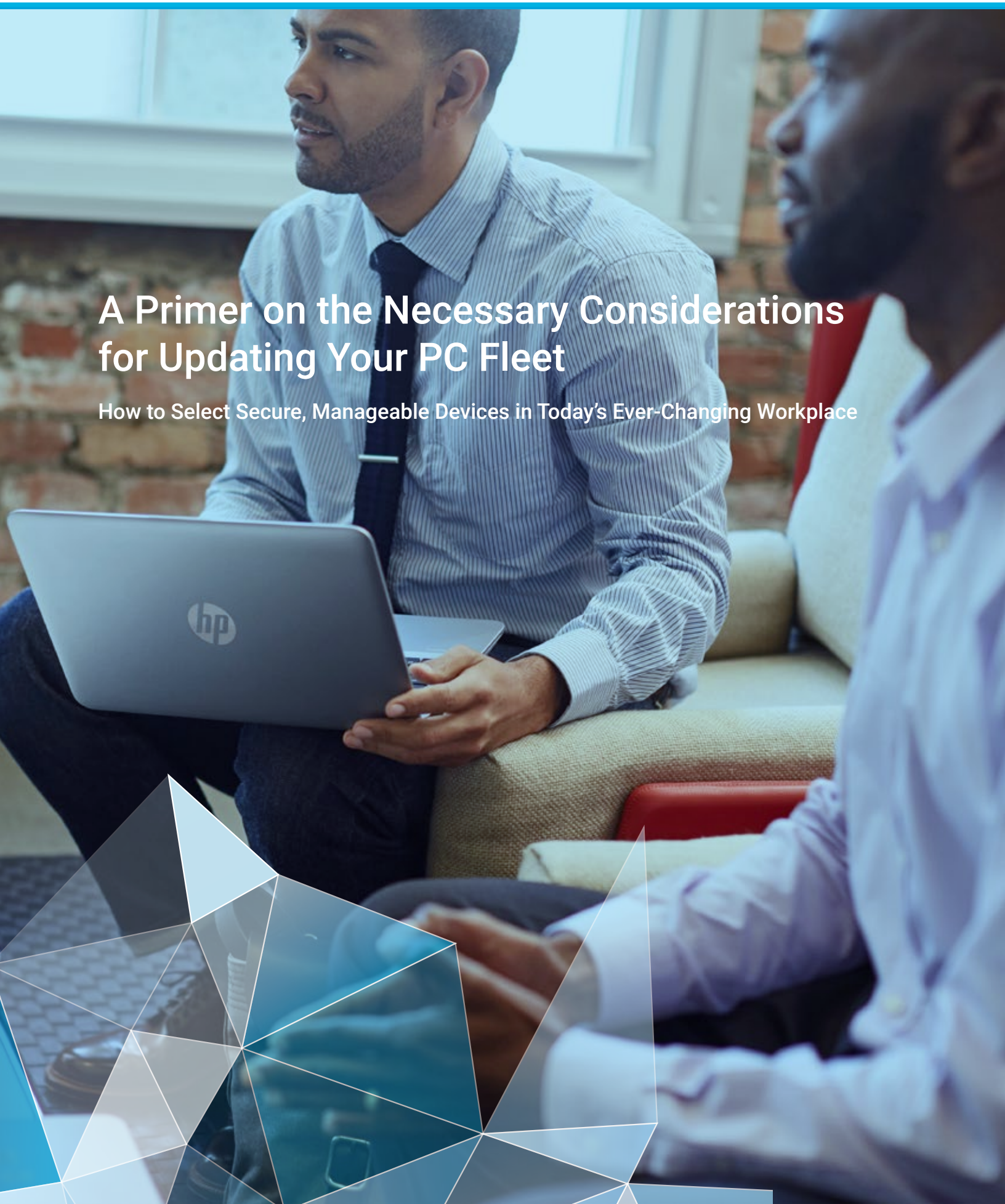
PIVOT

eBook



A Primer on the Necessary Considerations for Updating Your PC Fleet

How to Select Secure, Manageable Devices in Today's Ever-Changing Workplace

Today's workplace can be located anywhere — from a cozy office on Main Street, to a downtown high-rise, to a comfortable sofa at home. In today's borderless workplace, employees are working off company premises much of the time, often isolated from co-workers and technical support teams. The work-from-home economy spawned by the coronavirus has made today's office professionals largely dependent on their computing devices to keep them connected to organizational resources and work teams.

According to a recent survey by Global Workplace Analytics, 56% of the U.S. workforce holds a job that is compatible with remote work, with an estimate that 25%-30% of the workforce will work from home by the end of 2021.[1] These statistics point to the need for organizations to equip employees with the right technology and toolsets so they can remain productive.

The new work-from-home economy is blurring the distinction between work and home — requiring computing devices that are powerful, yet portable, environmentally conscious, and contoured to fit in any space. Beyond this need, employees have come to expect the same features, flexibility, and performance from company equipment as they experience from their own devices. Aging devices that don't guard against the latest malware, run advanced software and sophisticated applications, have high-resolution graphics, and deliver on portability become a hindrance to productivity and create an undesirable impression on workers. Moreover, PC fleets need to be cloud-ready, highly manageable, energy-efficient, and ultra-portable. And, most importantly, they need to have built-in, bulletproof security features to safeguard organizational assets.

This eBook highlights the top considerations for refreshing a PC fleet, so IT managers gain peace of mind in the new world of work.

Technology is becoming more sophisticated every day. Cars are driving themselves; doctors are performing life-saving procedures using robotics and high-resolution monitors; patients are participating in virtual clinical trials using wearables and biosensors that transmit data back to trial administrators; and teachers are conducting their classrooms online. While technology has ushered in sweeping benefits to society and organizations, it's also being used by bad actors to conduct cybercrime.

THE ESCALATING COST OF CYBERCRIME TO ORGANIZATIONS

Malware, ransomware, phishing, and distributed denial of service (DDoS) attacks are being perpetrated by cybercriminals who can cripple business productivity and permanently jeopardize a company's reputation. In the two-year period between 2016 to 2018, almost one-third of all organizations fell victim to cybercrime. What's more, cybercrime has grown to be the second most reported fraud affecting organizations behind misappropriation, and it's more than twice as likely to be identified as the most disruptive and serious economic crime over the next two years.[1]

As cybercrime becomes more sophisticated, so too must the organization's security responses. A study by the Ponemon Institute found that, on average, global security breaches cost companies nearly $4 million — up 6.4% from 2017 — and in the U.S., the cost was even higher, at $7.9 million.[2] These purely economic costs don't include the time and resources to contain a breach, which according to the study, takes an average of 69 days to resolve.

EVERY PC DECISION IS A SECURITY DECISION

It's important to recognize that every PC decision is a security decision in our always-on, always-connected world. Educating employees on security practices such as avoiding unknown emails and links, using secure passwords, and only connecting to secure networks is essential, but employees are human, and therefore, fallible. That's why it's vital that PCs and laptops provide resilient endpoint protection and to automatically intervene, when necessary, in safeguarding company assets and data.

To ensure resilient endpoint security, PCs and laptops should include the following capabilities:

- Ability to prevent attacks embedded in links, web pages, and email attachments
- Multifactor authentication features
- A privacy screen to prevent visual hacking
- Automatic recovery of devices after an attack (without IT intervention)
- Self-healing BIOS
- Safeguards that prevent hackers from turning off antivirus and firewalls
- A way to centralize security management of the entire fleet

TIP: If your fleet does not provide these safeguards, plan on acquiring a fleet with these features.

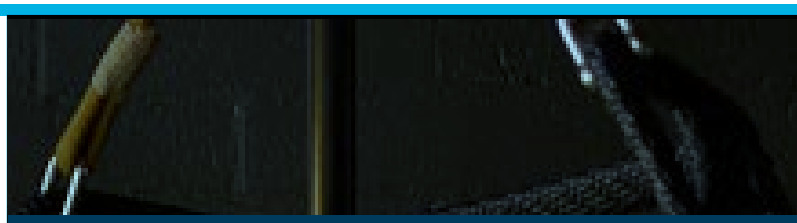
Your network is only as secure as your weakest link.

CHAPTER 2: ENSURING MAXIMUM FLEET MANAGEABILITY

As work-from-home options become the standard for modern businesses, IT teams need a quick, easy way to troubleshoot hardware and software issues, update OS and software apps, and ensure ongoing endpoint security — all remotely. Scaling support for remote employees requires a streamlined process for accessing all company devices to ensure they're updated and operating properly, particularly as hackers become more sophisticated and employees work outside company firewalls. IT managers need a solution that's purpose-built to addresses the following endpoint safeguards:

- Built-in security that protects users outside the organization's firewalls
- Full-stack security options that go beyond software layers and employee vigilance to ensure device and network protection
- Provisions for 360-degree visibility into all devices, even when they're powered off
- Reduced total cost of ownership, including maintenance, repairs, and IT support time

Solutions like the HP Manageability Integration Kit offer an ideal way to add resilient endpoint protection for your fleet. This solution provides the tools needed to quickly and easily enforce security policies and ensure they're not disabled by users or blocked by bad actors. With a solution like the HP Manageability Integration Kit, an entire fleet can be secured simultaneously using a single agnostic console that provides full fleet control from anywhere.



Look for a fleet management solution that lets you easily access, update, and verify all user endpoints by easily creating, deploying, and managing images, BIOS, and other security features.

In most areas of life, we've been taught to think big and that bigger is in fact, better. As technology continues to advance, it's the small things that can often have the biggest impact. For example, functionality can be packaged in ultra-small form factors that consume less power, take up less space, and are exceptionally portable without sacrificing performance.

ENTERPRISE-CLASS PERFORMANCE IN ULTRA-COMPACT PC FORM FACTORS

Even before the work-from-home economy created sweeping changes to workflow processes, commercial workspaces have been shrinking, becoming more modular and streamlined with open floor plans that require employees to share communal workspaces. According to commercial property firm Avison Young, a typical office worker occupied an average of 225 square feet of space in 2010, which by 2017, shrank to 151 square feet, and which was further sliced to an average of 120 square feet of space in 2020[3] — roughly half the space of a decade ago.

Shrinking workspaces, open office floor plans, escalating real-estate costs, and the work-from-home economy call for smaller, high-performing computing designs that enable work environments to be free from a hodgepodge of wires and cables run from desktops, kitchen tables, and other workspaces to wall outlets. Devices that fail to deliver sharp resolution, extended battery life, high-speed processing and connectivity, and an ultra-portable design lead to the shadow use of unsanctioned personal devices that present manageability and security challenges.

Tip: When refreshing your fleet, choose devices that are adaptable, stylish, lightweight, and portable with high-speed processors and built-in security features.

CHAPTER 4: AN ELITE FLEET THAT COVERS ALL THE BASES

Many of the leading PC manufactures offer a full line of commercial PCs, but only one lives up to its claim of having the world's most manageable, secure, and sustainable offering. Manageability, security, and sustainability are hallmarks of the HP brand.

There are also secondary considerations when upgrading your fleet, like durability and design, as well as the vendor's track record, product roadmap, warranty provisions, customer relations, brand reputation, and commitment to usability. The HP Elite family of PCs, uniquely designed for business, has a device and form factor to match every conceivable business need:

HP ELITEBOOKS:

HP EliteBooks sport an extremely contoured design, long battery life, and bright displays for indoor as well as outdoor use. Built to impress, HP EliteBook notebooks feature the latest generation of the Intel® Core™ processor to inspire mobile and work-from-home productivity.

HP ELITE CONVERTIBLES:

An outstanding offering in its convertible category, HP Elite Dragonfly is designed for portability, speed, and performance. Lightweight and stylish and powered by the 8th Generation Intel® Core™ i7 processors, at 1 kg, it's the world's lightest compact business convertible.

HP ELITE ALL-IN-ONES:

The HP Elite All-in-One desktop supports up to 10th Generation Intel® Core™ with Intel® vPro™ processors and up to a NVIDIA RTX 2070 SUPER or AMD Radeon 5300M graphics card with immersive sound powered by Bang & Olufsen, and buyer's choice of a recline stand, height-adjustable stand, or VESA compatible mount.

HP ELITE DESKTOPS:

As part of its desktop offering, the HP EliteDesk Mini 800 Series powers enterprise-class computing in small workspaces. Measuring just 34 mm high, and weighing as little as 1.3 kg, the EliteDesk Mini 800 desktops feature a near-zero footprint workspace experience with easy configurability and numerous expansion features.

CHAPTER 5: WORKING WITH AN EXPERT SERVICES PROVIDER TO ENSURE SUCCESS

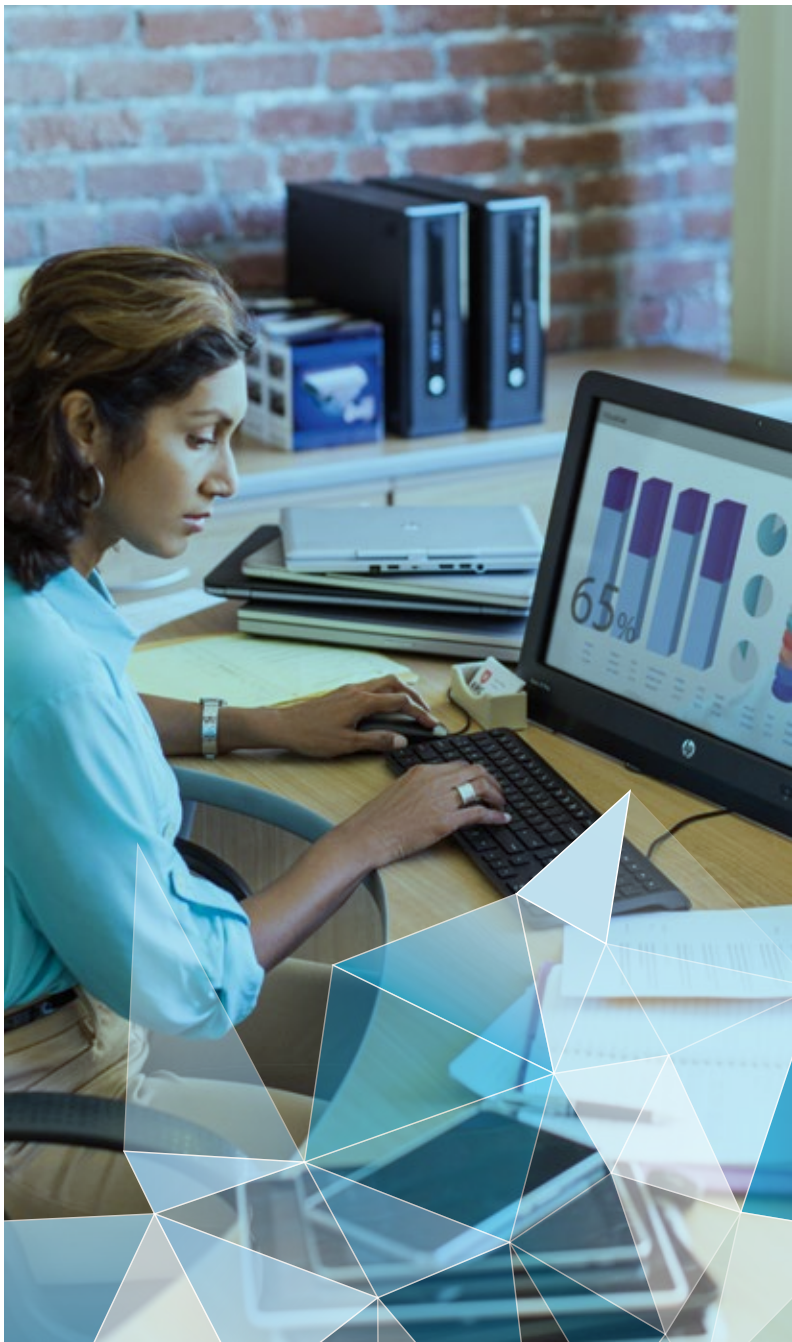
The decision to refresh existing PCs and laptops involves a great deal more than identifying what equipment to acquire based on usage and price. IT managers need to consider the total cost of ownership, including the staff time to deploy and maintain the fleet.

Several key factors should enter into every refresh decision, including the following:

- What should your refresh schedule be?
- How will employees use their devices and what features will be required for each staff member?
- How much device storage and memory are needed?
- How mobile is the workforce? What increased physical demands will be placed on devices?
- How easy is it to acquire spare parts for the new fleet?
- What manufacturer and/or reseller warranties are included with acquisition?
- Are the connectivity, security, and manageability features matched to business needs?
- Is the best acquisition strategy a purchase, lease, or Device-as-a-Service arrangement?
- What should the deployment and configuration approach be?
- What OS and apps need to be installed on each device?
- What is the disposition plan for the existing fleet?

Making these complex determinations and deploying staff resources to acquire, install, configure, and deploy a new fleet may not be the best use of IT staff's time. The effort is a significant and complex one. The entire lifecycle — from the requisition and workflow process, to acquisition, physical delivery, routing, asset tagging, imaging, and deployment, through continuous device tracking and parts updates, on through device disposal, can be extraordinarily time-consuming.

Outsourcing the comprehensive management of enterprise PCs to a managed services provider has many benefits. The services provider can not only help choose top-quality devices like HP Elite PCs to match business needs, but also handle the ongoing aspects of break/fix, software updates, device additions for new team members, and more. Outsourcing these tasks to a highly experienced provider enables organizations to focus their ever-shrinking IT resources on more innovative and impactful initiatives.



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To learn how Pivot can help you drive results, visit www.pivotts.com.

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[1]PwC, "Pulling fraud out the shadows: Global economic crime and fraud survey", 2018.
[2]IBM, "2018 Cost of a Data Breach Study by Ponemon", 2018.
[3]Steve Brown, "Honey they shrank my office! Our workspaces since 2010 are considerably smaller," The Dallas Morning News, Aug. 9, 2018.