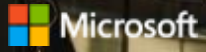




Secure Remote Working

April | 2020

Capgemini 



Microsoft 365 Productivity Cloud

Hans van der Meer
Microsoft 365 Business Group Lead
hansv@Microsoft.com

The Modern Workplace Vision

Disruption happening in every industry:

- Rising customer expectations,
- New digital business models,
- Need for differentiation

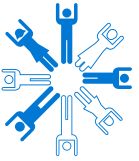
Expand your enterprise in ways you never thought possible by integrating technology into every aspect of your business. By creating an ecosystem that **revolutionizes how you operate and compete**, digital transformation brings limitless potential to empower your employees and boost customer engagement.

The workplace and the way people work are changing

- Become **agile and innovative** to speed delivery of services
- **Attract and retain** the right talent
- Provide **friction-free collaboration** and communication to drive creativity
- **AI-powered services** to find and analyze information



Teamwork trends



Diverse

5 generations work together



Team-based and collaborative

80% of employee time is spent collaborating



Global

72% of workers will be working remotely in 2020
This has changed due to Covid-19





A complete, intelligent, secure solution to empower employees



Unlocks
creativity



Built for
teamwork



Integrated
for simplicity



Intelligent
security

Trends impacting the modern workplace

Team-based and collaborative



80% of time is spent
collaborating, people work on
twice as many teams

Overwhelming amounts of data



59% of knowledge workers
**struggle to find the
information** they need

Growing security threats



Twice as many **security
breaches** and 3x increase in
identity-based attacks

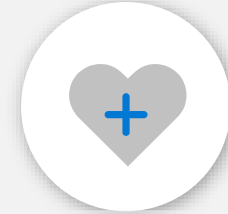
AI augmentation is projected to generate \$2.9 trillion in **business
value** and recover 6.2 billion hours of **worker productivity** by 2021.



A modern workplace unlocks creativity to drive innovation

Staying on-premises prevents organizations from taking advantage of new solutions that help spur innovation and drive cultural change.

Microsoft 365 helps empower employees to express their ideas more effectively and create content that stands out. **Spark innovation** by helping people focus on what matters, find what they need, and turn data into insights.



Advocate Healthcare is achieving a **ROI of 63%**, saving **\$53.8 million** from information worker productivity gains alone.

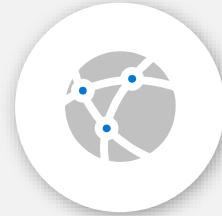
Source: Improving patient health through collaboration and efficiency with Office 365, [blog](#)



A modern workplace promotes teamwork and productivity

Staying on-premises restricts real-time collaboration and workplace productivity.

Microsoft 365 offers a universal toolkit of the most complete, integrated productivity solution, **empowering every kind of teamwork** in the modern workplace.



21%

Higher profits when
employees are highly
engaged

Source: Gallup, "State of the
American Workplace Report," 2017



A modern workplace helps simplify IT, helps keep you current, promotes agility

Staying on-premises preserves the headaches of managing hardware, upgrades, and other time-intensive tasks.

Microsoft 365 helps you **streamline IT management** across users, devices, apps, and services, integrating with existing infrastructure and enabling IT to consolidate and simplify without losing **control** of your environment. Redeploy your most valuable IT resources to higher value activities.



Forrester estimates that moving to that Microsoft 365 provides a **40% administration cost savings** and **30-50% deployment cost savings** vs. upgrading on-premises servers.

Source: Forrester Total Economic Impact of Microsoft Office 365



A modern workplace delivers intelligent security and promotes compliance

Staying on-premises could put you at a higher risk for security breaches and non-compliance.

Microsoft 365 delivers end-to-end **protection with insights into global cyberthreats** and capabilities that you can't provide yourself on-premises.

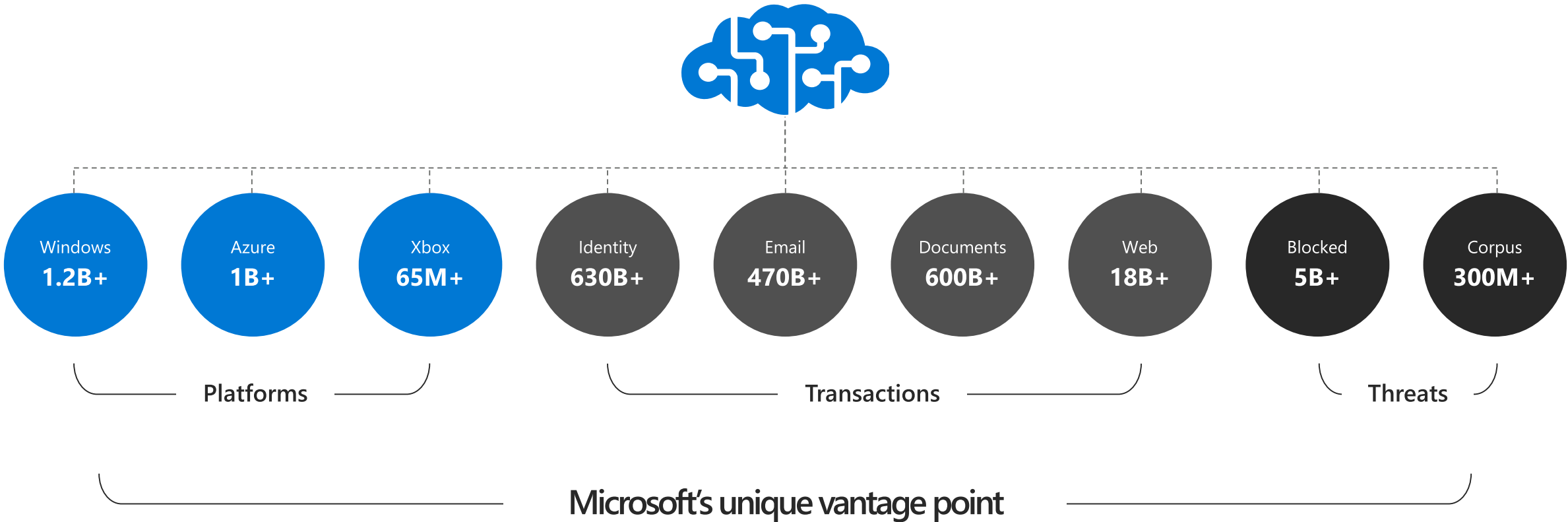


It quickly became clear that our data would be safer in the Microsoft cloud than in our own datacenters. After all, Microsoft is an expert in enterprise security.”

Jeff Heyde,

Director of Global Systems,
Dana Holding Corporation

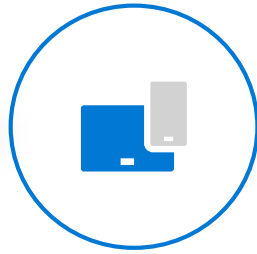
Trillions of signals, unparalleled diversity



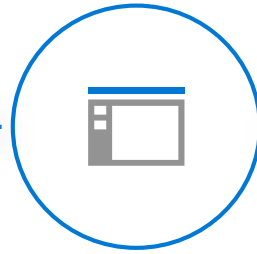
Protect against attacks



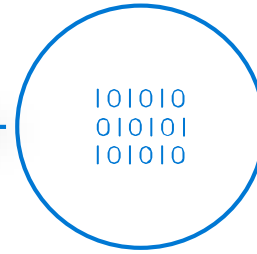
Identities



Endpoints



Apps



Data



Infrastructure



11B

Malicious and suspicious
messages blocked in 2019



300B

User activities profiled and
analyzed in 2019



2.3B

Endpoint vulnerabilities
discovered daily

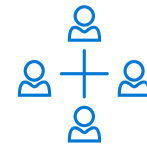


12B

Cloud activities
inspected, monitored,
and controlled in 2019

Universal toolkit

The most complete, integrated solution



Seamless experience for users

Connected, integrated applications streamline sharing and discovery, and simplifies adoption



Simplify IT

Unified management, security and compliance makes deployment easier and reduces TCO



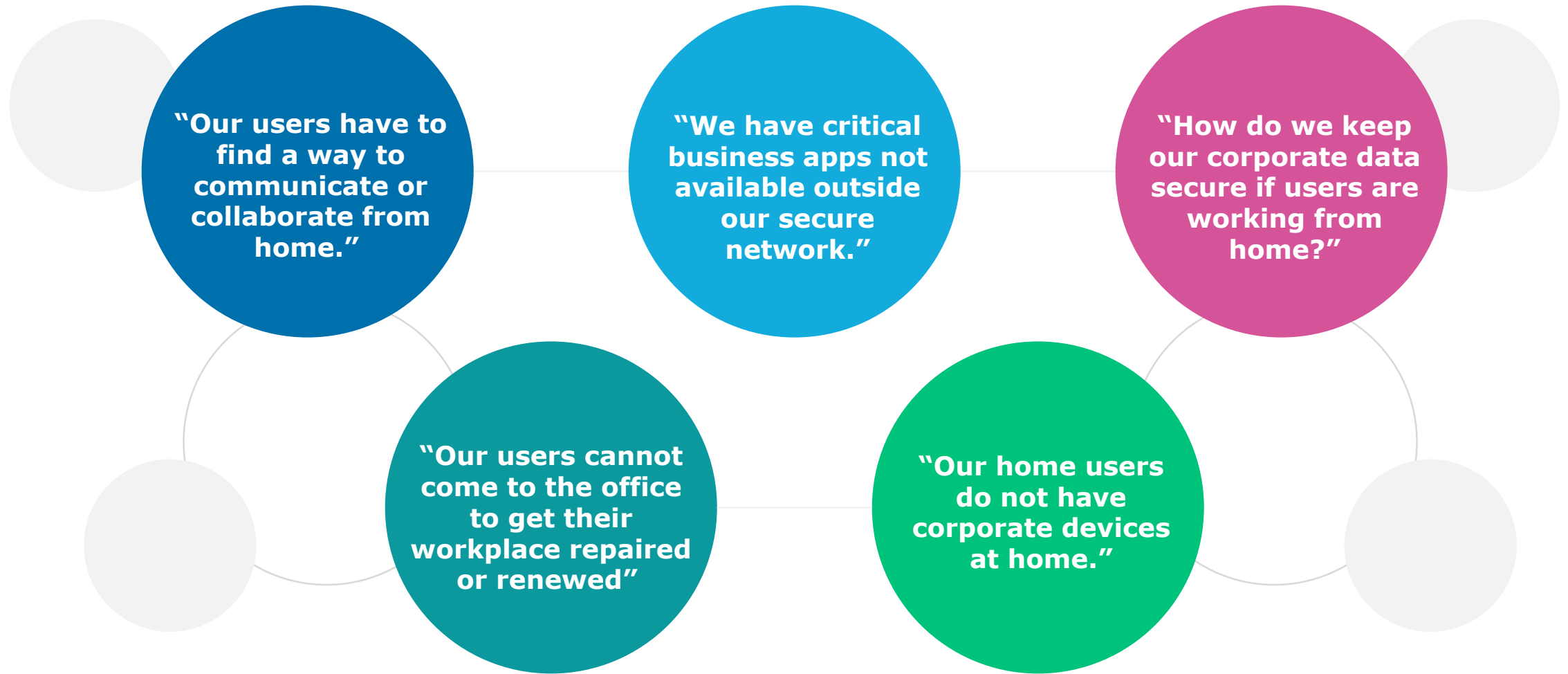
Insights and analytics

Integration of people, content & activity enables AI & analytics to inform & accelerate decision making

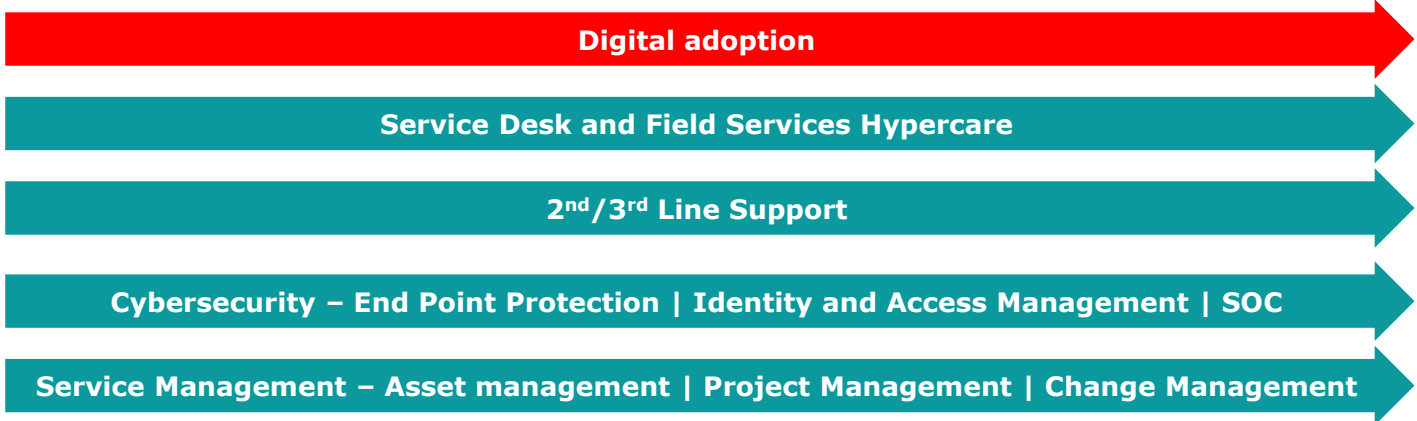
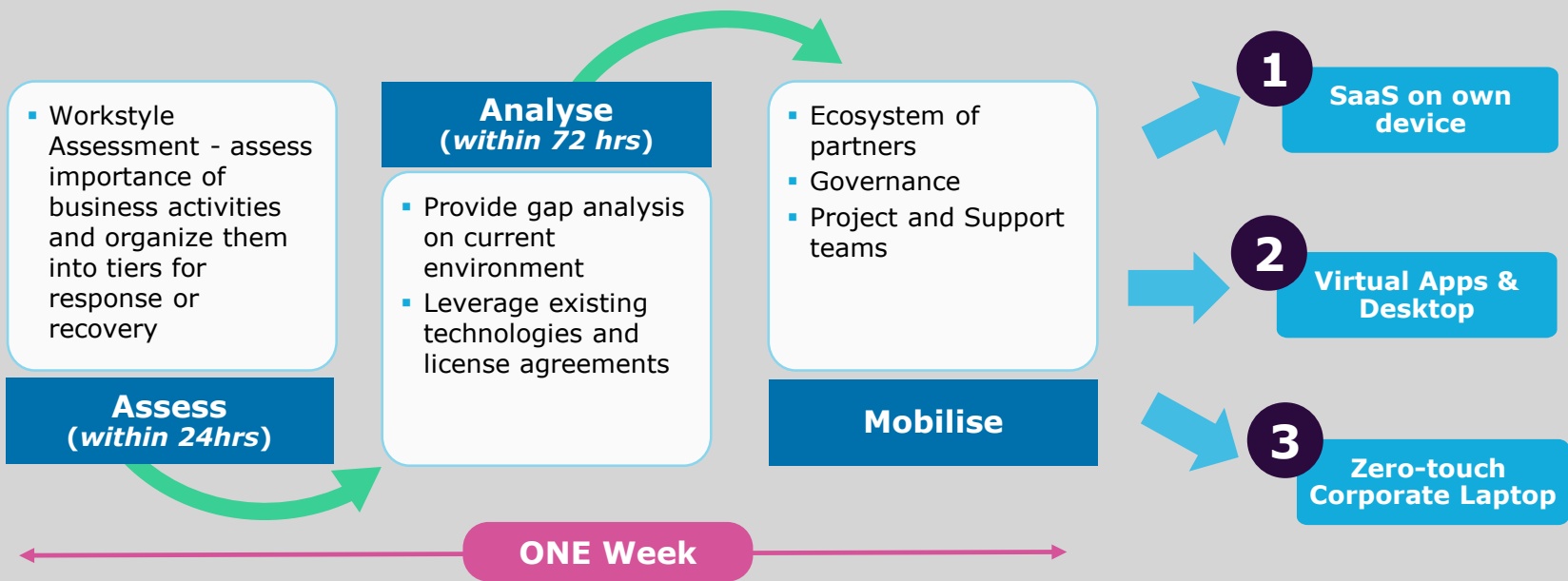


**Capgemini's Secure
Remote Working
Services**

The Challenges of Remote Working



How Capgemini helps?



Enabling Transformation: Capgemini provides specific/full support on strategy, execution, from planning and shaping to operational implementation

Remote and Collaborative Services: 1) SaaS on Own Device

1

Use own device

Access



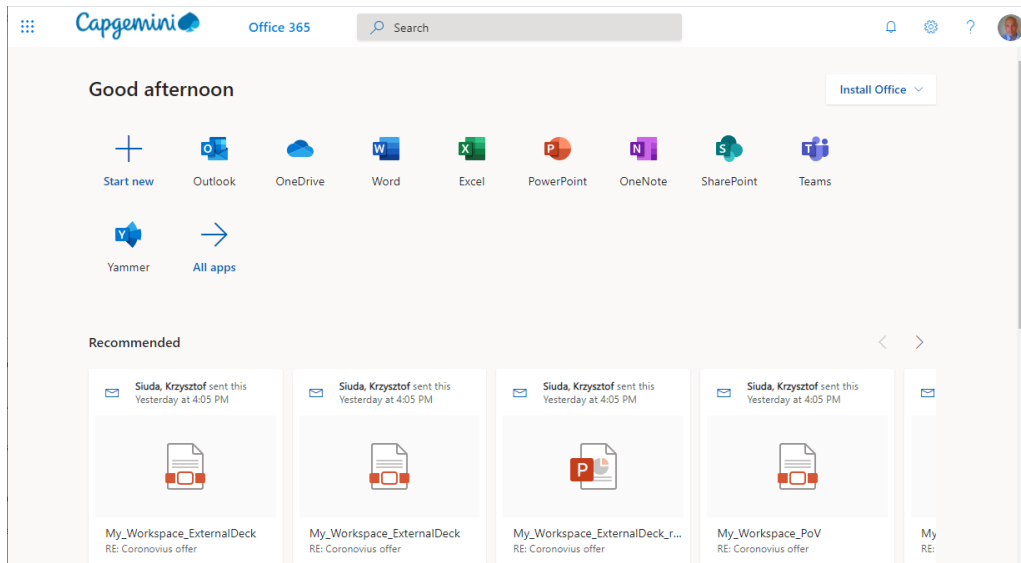
1. Users use own device to access Office productivity suite

Split tunnel
VPN

Micro-VPN
tunnel

Direct
Access

Full VPN



- **This solution gives users access to SaaS applications, including Office365, delivered to their own device**
- Assumes users have their own Windows, macOS, iOS or Android device.
- Optionally use iGel UD Pocket (for more secure access on x86 device)
- Optionally use mobile management solution
- Users can either logon to O365 via web apps or can install full apps from the app store (e.g. Outlook, Teams, Skype for Business, Word, Excel, PowerPoint).
- Users can also use other SaaS apps (e.g. G-Suite, Google Hangouts, Zoom, Concur)
- Capgemini Digital Adoption to drive usage and enablement.

Remote and Collaborative Services: 2) Virtual Apps & Desktops

2

Virtual Apps & Desktops

Access



Browser only



Secure
endpoint
connection

1. Browser only access with Citrix secure config
2. Users given iGEL UD Pocket; USB turns almost any device to a WVD ready iGEL managed device

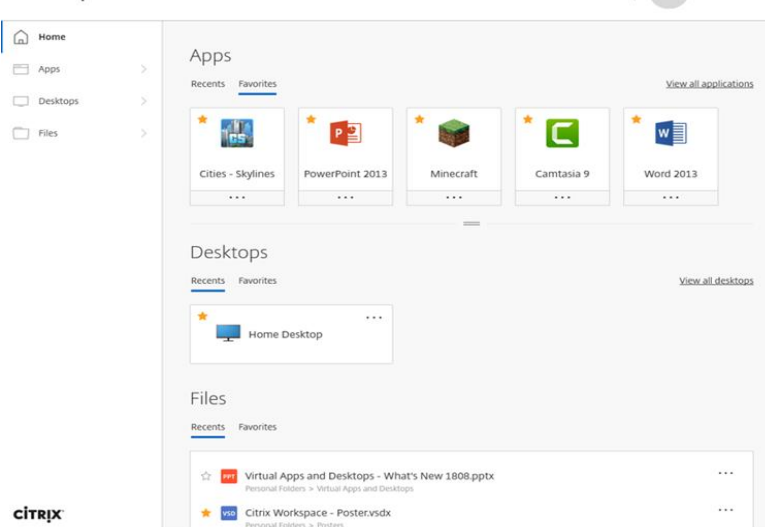
Split tunnel
VPN

Micro-VPN
tunnel

Direct Access

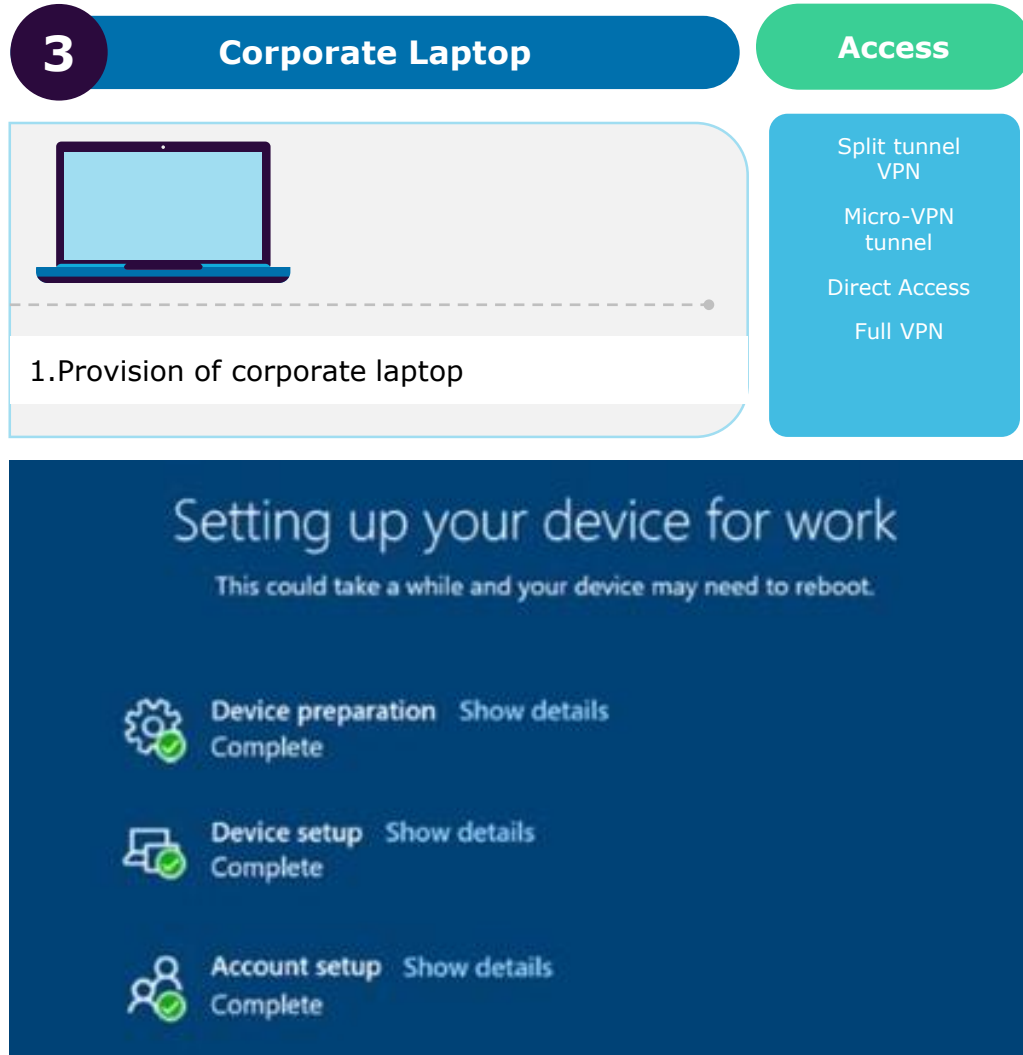
Full VPN

Workspace



- **This solution would give access to critical business apps inside customer secure network. These apps would either be part of a VDI image or made available as published apps.**
- Assumes users have their own Windows, MacOS, iOS or Android device:
 - Device accesses via HTML5 / VDI app (e.g. Citrix receiver, Windows Desktop client)
 - Optionally use iGEL UD Pocket to provide a secure endpoint
 - Optionally use mobile device management solution
- O365 productivity apps available in VDI image or as published apps (e.g. Outlook, Teams, Skype for Business, Word, Excel, PowerPoint)
- Users can also use other SaaS apps (e.g. G-Suite, Google Hangouts, Zoom, Concur)
- Capgemini Digital Adoption to drive usage and enablement.

Remote and Collaborative Services: 3) Zero-touch Corporate Laptop



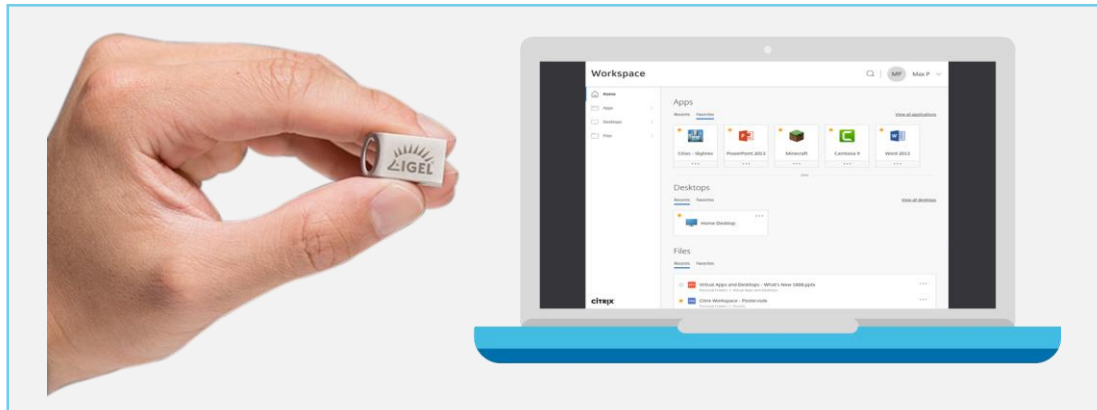
- **This solution allows users to self-service deploy a corporate laptop shipped directly to them from the vendor**
- Users receive a laptop from vendor with standard Windows 10 build. They logon with corporate credentials which initiates the Autopilot automated deployment (via Intune).
- Access to O365 productivity apps (e.g. Outlook, Teams, Skype for Business, Word, Excel, PowerPoint)
- Access to business apps in secure network via VPN / DirectAccess
- Access to SaaS apps (e.g. G Suite, Google Hangouts, Zoom, Salesforce, Concur)
- Capgemini Digital Adoption to drive usage and enablement.



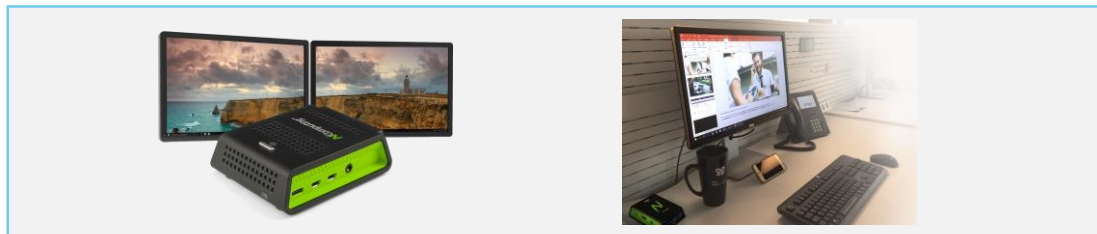
Getting the best of Home Office experience

Devices

- **Any Device:** Transform any laptop/desktop (BYO, legacy) with USB port into secure corporate environment that can leverage virtual apps and desktops (including cloud workspaces).

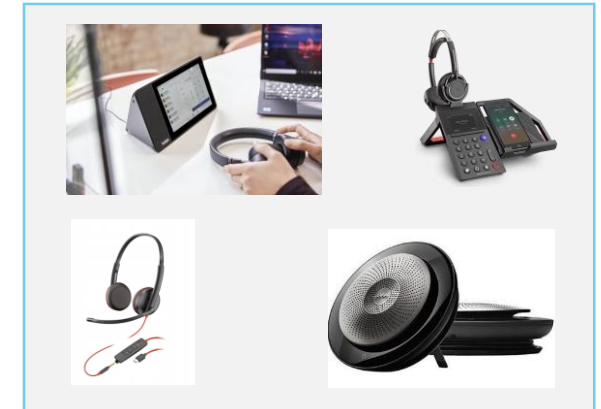


- **Any Screen:** Equip your employees with cost effective “take home” solution that transforms any screen at home into fully operational corporate environment giving them access to web apps (O365), virtual desktops or work as unified wireless docking station for laptops.



Collaboration

- Headsets, collaborative smart devices, bluetooth speakers, external cameras deliver great audio/video experience at home improving collaboration and productivity.
- Integration and compatibility with all leading Unified Communication (MS Teams, Skype for Business, Cisco WebEx, Zoom)



Connectivity

- Remote access points extend the corporate network to users working from home, or at temporary work sites. This means users can access the same SSID, Intranet, and other services.





And we don't forget Cybersecurity



The new way of working

The sudden, large scale, need to work remotely provides both security challenges and opportunities for your organization



Risks

- Home networks are on average less secure than corporate networks
- With the quick transition to remote working gaps may have formed in perimeter security



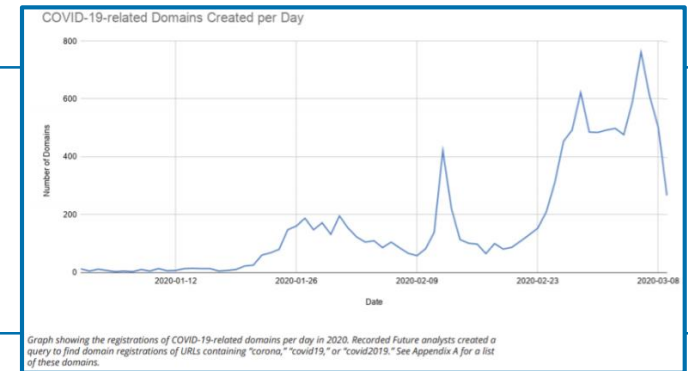
Opportunities

- Employees are getting more comfortable in working remote
- This presents a unique opportunity to assess remote working and BYOD policies



Threat landscape changes

- There has been a surge in Phishing and social engineering attacks using COVID-19 as the lure.
- Both in Email and watering hole attacks
- Payloads consist primarily of spyware, trojans and credential theft. Ransomware has also been spotted.



What to focus on today

- Security Hygiene
- Consistent incident handling
- Clear communication



What to focus on tomorrow

- Second stage cyber attacks
- More compromised devices
- More advanced attacks



Alfa-college: Enabling Remote Learning



Our relationship with Alfa-college

Capgemini has been Alfa College's IT services partner for over 10 years and, together with them, has accomplished the transformation to a cloud-based workplace solution based on the Connected Workspace portfolio.

At the beginning of 2018, we started with the transformation of the ICT services to public Cloud, which we expect to be fully completed by the end of 2020. The result of this is that Alfa-college can now respond better to changes, the continuity of services has improved and costs have been greatly reduced.

In addition, the new services have had a huge impact on the way in which employees and students can work together (remotely).



What is Alfa-college?

The Alfa College is a Christian ROC for the Northern and Eastern Netherlands. It provides secondary vocational training and educational programs in Groningen, Hardenberg, Hoogeveen, Assen and Leek. About 12,000 young people and adults follow a training or course, provided by about 1,200 employees.



Additional Measures irt COVID-19

Due to a high degree of cloud adoption in the recent years, the impact of COVID-19 on the infrastructure was quite limited:

- Together with the employees of Alfa-college, we have provided a Microsoft Team for every course and class.
- All employees of the service points have now become a service desk employee.
- 300 laptops normally used in classrooms have been redeployed through Autopilot and handed out to students on a budget.
- Alfa-college has appointed e-coaches to support users in the use of MS Teams from a functional perspective



Results

- Adoption of Teams has got a significant boost since COVID. More than 12,000 students are now taught remotely through more than 1,200 Microsoft Teams.
- It is not required anymore to use a VPN connection to use the standard (cloud-based) functionality due to the split VPN configuration.
- The students are able to use their private IT equipment to connect to the learning environment which is called 'Alfa-connect'.





Eneco: Secure Remote Working



Our relationship with Eneco

Capgemini has been the partner for the IT services of Eneco for more than 12 years and, together with Eneco, has realized the transformation to a cloud-based workplace solution. At the time, Eneco was also one of the first Dutch Capgemini customers that was migrated to Windows 10 and Office 365.

In 2016, Capgemini implemented an datacenter-based SBC solution based on Citrix XenApp to support the Call Center users who in many cases work remotely.

At the same time, a VDI solution has been implemented for software developers by which they can simultaneously work remotely on the Eneco environment on their own devices.

In 2019, we converted both environments into a Citrix cloud solution based on a hybrid infrastructure model.

Additional Measures irt COVID-19

- Implementation of MFA access for both internal and external call center users over the internet
- Expansion of SBC environment for internal call center users (Eneco and Oxxio) based on Azure resources
- Deployment of virtual infrastructure to expand the VPN and firewall capacity
- Separated client traffic (VPN users) from business application traffic with dedicated infrastructure for both of them
- Intensified security measures has been set up through monitoring and 24 * 7 response to SIEM, Firewalls, anti-malware
- Implementation of solution to allow legitimate internet traffic (such as Office 365) and block non-legitimate traffic (such as Netflix)
- Internet connection scaling to support increased use of Teams and Skype

Results

- The number of users that simultaneously can use the VPN service has been scaled up from 750 to 4000 concurrent users
- The traffic generated by using VPN runs separately from other production traffic, so that they cannot interfere with each other
- Scaling up the necessary infrastructure has been applied to virtual infrastructure, which makes it easy to scale back in the future.
- All call center users now work from home based on SBC or VPN. Azure-based SBC as a backup.
- Developers from Eneco Netherlands and Belgium were already working on a Citrix Cloud VDI and have experienced virtually no technical nuisance when switching to working from home.

What is Eneco?

Eneco Group N.V. is a Dutch energy company with approximately 4000 employees.

Key Take-aways

- Make the most of online services (such as Microsoft Teams or GotoMeeting) to encourage remote collaboration.
- Improve the self-reliance of the end users and promote the use of the available tools through adoption programs. Inform them of the sharp increase in social engineering and phishing attacks.
- Increase 'dike' monitoring on your vital infrastructure and prevent single-point-of-failures when expanding the (workplace) infrastructure.
- Use scalable infrastructure (such as Microsoft Azure) as much as possible because of the immediate availability, to cover the temporary capacity expansion or as a possible alternative if the primary infrastructure does not function.

Let's talk
about your
business.

Veilig werken op afstand



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A global leader in consulting, technology services and digital transformation, Capgemini is at the forefront of innovation to address the entire breadth of clients' opportunities in the evolving world of cloud, digital and platforms. Building on its strong 50-year heritage and deep industry-specific expertise, Capgemini enables organizations to realize their business ambitions through an array of services from strategy to operations. Capgemini is driven by the conviction that the business value of technology comes from and through people. It is a multicultural company of almost 220,000 team members in more than 40 countries. The Group reported 2019 global revenues of EUR 14.1 billion.

Learn more about us at
www.capgemini.com

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