Telecommuting Support Challenges

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A little history…..
Longtime consumer.....
....and a provider
Telecommute Connecticut

- [http://www.telecommutect.com/](http://www.telecommutect.com/)
- Service of the Connecticut Department of Transportation
- Promoting telecommuting as a worksite alternative
- State funded advice via consultants and best practice guides
  - Program Goals, HR Policy, Technology Needs Assessment, Training, Cost/Benefit Analysis, Program Measurement
If there’s one idea to walk away with regarding telecommuting technology decisions.....
...one size does not fit all !!!
Telecommuting Solution Option Drivers

• Not necessarily in order of importance....

- Application Needs
- Solution Performance
- Risk Management & Security
- Cost Management
Application Needs

• Heavily influenced by job type
  • Email
  • File Sharing, Intranet Web Applications
  • Client Server Applications
  • Voice Applications
    • VOIP
    • Contact center applications

• Application profile should lead platform decision
Solution Performance

Bandwidth solves many problems....
Solution Performance

...but the speed of light is still constant
Solution Performance

Latency Sensitivity

GET 1 KB, Offset 132 KB
DATA
GET 1 KB, Offset 133 KB
DATA
GET 1 KB, Offset 134 KB
DATA

200 ms

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Solution Performance

Device resources can be a factor as well
Risk Management & Security

Common Risks

- Loss of Customer Sensitive Data
- Disruptions in operational processes
- Loss of Intellectual Property
Risk Management & Security

Primary attack vectors

Stolen Laptops

Un-patched Endpoints (Work or Employee Owned Devices)

Insecure Data Transmission
Cost Management

• Communications Cost Considerations
  • Reimbursements versus centralized billing and provisioning
  • Regional availability of services
  • Impact on central site shared bandwidth

• Support Cost Considerations
  • Standardization of equipment/configurations
  • Currency & backup of remote assets
  • 3rd Party support contracts
Current Technology Approaches
VPN and SSL/VPN Solutions
Current Technology Approaches

VPN and SSL/VPN Solutions

Benefits

• Leverage corporate build
• Offline productivity

Challenges

• Latency sensitive application performance problems
• Cost and complexity for
  • encryption solution
  • software currency management
  • break/fix activity
Current Technology Approaches

Hosted Desktop & Application Solutions
Current Technology Approaches

Hosted Desktop & Application Solutions

**Benefits**

- Data stays in the data center
- Minimizes latency between execution instance and back-end resources

**Challenges**

- Screen latency for traditionally local apps (office)
- Centralized storage costs
- Reduced functionality in offline mode
Current Technology Approaches

Voice/Collaboration Considerations

• Customer facing employees
  • Quality is critical
  • Hardware VPN phone or dedicated POTS line.
• Back office employees
  • Softphone or company provided cell phone
Future Technology Considerations

• Client-side hypervisors
  • Seamless applications across images
  • BYOPC & the coffeshop strategy

• Application virtualization
  • Simplification of application updates
  • Application streaming
  • Increased offline capabilities

• Cloud computing evolution
  • Lines blur between corporate and remote users
Questions and Answers

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