Lenovo Software

Unified Workspace

www.unifiedworkspace.com



Employees crave mobility. Executives need security. IT wants ease.

Now, everyone can be happy.

Lenovo Unified Workspace

Providing anywhere, anytime connectivity – on any device or network

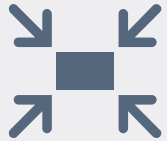
NO MATTER WHICH INDUSTRY YOU'RE IN OR WHAT YOUR CURRENT INFRASTRUCTURE LOOKS LIKE, Unified Workspace makes it possible to deliver more flexible, agile work areas with minimal effort on the part of IT. This enterprise cloud solution both modernizes and simplifies IT management with anytime, any device access to public or private web-based apps, legacy Windows apps, remote desktops and file shares.

Organizations in healthcare, government, education, manufacturing and more have used Unified Workspace's web-based platform to realize significant results, such as:

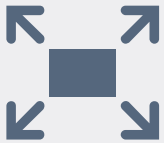
Overcoming VPN challenges and **reduce IT support requests by 300%**



Uniting diverse workspaces and simplify sign ons



Expanding intranet access to 500+ employees for **$100,000+ less than anticipated**



Rolling out a secure BYOD policy for **a staff of nearly 3,000**



The following case studies detail how several companies solved common problems to achieve anytime, anywhere connectivity with Unified Workspace.

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OVERCOMING VPN CHALLENGES
FOR FAST, SECURE ACCESS TO HEALTHCARE DATA AND DOCUMENTATION

Medical staff was in desperate need of a reliable **IT solution for unlimited, remote access** to data and apps across multiple devices and operating systems - all in a high-security cloud environment. **An impossible task? Not with Unified Workspace.**

THE SITUATION

EMRs, meaningful use, HIPAA, healthcare data hacks...hospitals have it hard enough without worrying about IT limitations. The right technology infrastructure can be the difference between physicians who profitably care and cure and ones who spend their days struggling to access patient data and documents.

At Sturdy Memorial, a Virtual Private Network (VPN) wasn't capable of curing these problems. The network was too big for a simple Virtual Desktop Infrastructure (VDI) but too small for a large deployment to be cost effective.

So the hospital turned to Unified Workspace. This cloud solution runs on Lenovo ThinkServer hardware and provides secure web access from anywhere, using any device—no VPN needed.

Client Snapshot:
Sturdy Memorial Hospital

100,000 annual patient visits

17 locations

65 physicians

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OVERCOMING VPN CHALLENGES



In one fell swoop, IT streamlined existing infrastructure, reduced user licensing costs, customized controls, enabled BYOD* and implemented SSO**. By aggregating disparate workspaces into one centralized cloud platform, time-strapped and technology-challenged doctors could log in once for instant, **steady access to patient info and apps on any device .**

THE SOLUTION

With a VPN

- Spotty access to applications and data
- Technical difficulties installing software for BYOD*
- Limited access restricting the number of devices
- Bloated operational costs and help desk requests
- Ongoing IT maintenance for upgrades and patches

With Unified Workspace

390% ROI | **300%** reduction in call-center requests

- Web-based cloud platform
- Easily scales to thousands of users
- Controlled access driven by existing directory
- Single sign-on access and one-click password resets
- Far fewer IT desk visits and help desk requests
- Reduced patient response time
- Decreased total cost of care (TCO)



I think we were up and running in two days, including the training. It takes a PC and gives a consistent unified presence across platforms, whether you're Mac or Windows XP, Windows 7, Windows 8, tablet, iPad–whatever. It's been an easy way to give cross-platform access to the information our medical staff needs.

BRIAN CHURCHILL, DIRECTOR OF INFORMATION SYSTEMS

Lenovo Software | Unified Workspace

*BYOD: Bring your own device
**SSO: Single sign-on

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UNITING DISPARATE WORKSPACES
IN ONE CENTRALIZED, LOW-MAINTENANCE PLATFORM



Students and faculty and staff. Oh, my! Indiana's premier public university services thousands of different users with very distinct needs. It's a tall task for IT—one that can quickly spiral into an administrative nightmare of constant customizations and maintenance. **Turns out, there's a way out of this mess. It's called Unified Workspace.**

THE SITUATION

Students and staff don't know what goes on behind the screen, but they do expect using school apps to be a smooth and seamless experience. With new protocols and evolving user needs, the financial and security stakes for ISU's tech support team were high. REALLY high. They were tasked with increasing password management while decreasing the number of times users must log in. To meet evolving expectations, they'd have to consolidate compartmentalized IT services while dispersing the hours it took to maintain them.

In short: IT had to find a way to spend less money to produce more convenience, consolidation and security.

Client Snapshot:
Indiana State University



2,000 employees

13,000 students

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UNITING DISPARATE WORKSPACES

Unified Workspace empowered ISU to deliver all the benefits of cloud computing without overspending or sacrificing security. **By uniting all portals, apps and services into one centralized platform,** the entire experience was instantly streamlined and simplified—for both users and IT managers.

THE SOLUTION

Before

- Student app access often limited to on-campus computer labs
- Six-character password limits
- Siloed IT support services

After

50% reduction in help desk calls

- All portals, apps and file systems unified in one secure web desktop
- Increased password strength
- SSO* for anywhere, anytime device-agnostic access
- Increased self-help features
- Reduced IT management
- Fewer support tickets

> *I think any school that implements its own Lenovo Unified Workspace solution is destined to find benefits it never even anticipated*

JEROLD HARGIS, ASSISTANT DIRECTOR OF TECHNICAL SUPPORT

*SSO: Single sign-on

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EXPANDING INTRANET ACCESS
FOR $100,000+ LESS THAN ANTICIPATED

The city's network was expanding. Its software applications were evolving. An advanced 21st-century intranet was offering virtually everything an employee could need or want to be productive. Yet existing infrastructure limited access to certain times and locations. IT managers faced the prospect of a ground-up rebuild that would allow 24/7 access—to the tune of $100,000-150,000. **That is, until they discovered Unified Workspace.**

THE SITUATION

Cerritos' intranet houses everything from invoices and timesheets to applications and more, and tech-savvy staff wanted to use it when telecommuting and traveling.

But before discovering Unified Workspace, the only option for offering secure, remote access was to transition away from its well-established Novell directory and hope for the best.

Client Snapshot:
The City of Cerritos, CA

9,000 square miles

55,000 residents

500-700 civil service employees

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EXPANDING INTRANET ACCESS



A technology-neutral web interface allowed Cerritos to avoid a hundred thousand dollars' worth of new hardware, programming and IT operations. Unified Workspace obliterated the need for a new intranet—and instead **gave the city a new, cost-effective way to access the one it already had.**

THE SOLUTION

With NDS*

Limited access

With NDS* + Unified Workspace

- Remote, role-based access to the entire network
- Anytime, anywhere access to the city's intranet
- Single sign-on with one password for all apps and data
- Network authentication for custom access to user-specific data and documents

> *The Lenovo Software decision was an absolute no-brainer. Looking at ways to achieve the secure, remote-access intranet we had in mind, all other options were apples, when we needed an orange.*
>
> **AARON BENJAMIN,** IT SUPERVISOR

*NDS: Novell Directory Services

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ROLLING OUT A BYOD POLICY
FOR A UNIFIED GLOBAL WORKSPACE

For this Ohio-based manufacturer, operations were expanding fast—and not just nationally. Acquisitions led to employee collaborations occurring across time zones, countries and languages. Many team members wanted to use their own PCs. All had different needs and preferences around how, when and where they worked. **So...how can you possibly create unified workflows in a global environment? Easy. With Unified Workspace.**

THE SITUATION

The need seemed so simple on the surface: Faster, better access to company apps and files. From any location. On any device. Yet the cost of achieving this with a global Virtual Private Network (VPN) would be astronomical.

Enter Unified Workspace: The easiest, swiftest way to unify workspaces, whether they take place on a company-owned laptop down the hall or a personal PC across an ocean.

Client Snapshot:
The OM Group

2,900 employees

4,000 customers

Serving **50** industries

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ROLLING OUT A BYOD POLICY



With Unified Workspace, all an employee needs to plug into the company's data center is an Internet connection and browser. **Users simply sign in once to gain access to all the apps and files they need** — from anywhere, at any time and on any device they choose.

"INGENIOUS SIMPLICITY"

- Remote access from any device, no VPN needed
- Centralized software delivery
- New apps added and scaled quickly

"INGENIOUS SIMPLICITY"

One acquisition brought in 660 new employees. ONE DAY after closing, all new OM Group staff had:

- Logins
- Security authorization
- Access to e-mail
- Active Directory accounts
- Access to standard applications



Lenovo Software's Unified Workspace is the classic representation of ingenious simplicity, right down to its single sign-on capability. It streamlines access to the data center, and dramatically minimizes maintenance costs and help-desk tickets without compromising security

CLAY HAWK, REGIONAL IT DIRECTOR

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EXPANDING SECURE ACCESS
FOR ANYTIME, ANYWHERE INTERACTIONS WITH ENCRYPTED, CONFIDENTIAL FILES

Did you know that healthcare data is more valuable to hackers than credit card data? Huntsville Hospital does, and it doesn't take the encryption of patient information lightly. The problem? IT was faced with the seemingly impossible challenge of creating a low-hassle user environment that maintained high-level security measures. **Unified Workspace to the rescue.**

THE SITUATION

The diverse workforce at the University of Alabama-Huntsville's teaching hospital ranges from administrative employees and doctors to residents and medical students.

Providing a consistent, user-friendly experience would require unifying a variety of vendor solutions such as Allscripts, Citrix and VMWare...without a single sacrifice to the system's serious security.

Client Snapshot:
Huntsville Hospital

12,000 employees

1,800 beds

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EXPANDING SECURE ACCESS



With Unified Workspace, security and simplicity go hand-in-hand. Huntsville Hospital's staff and students can all get **instant access to patient data and important documents in a cloud solution that not only supports mobility, but does so with the most advanced protections in place.**

THE SOLUTION

Security Without Significant Investment

Unified Workspace improves the user experience:

- Secure SSO* eliminates the need to remember URLs and passwords
- Efficient operation of both new and legacy apps
- Remote access for easy sign-off on time-sensitive documents
- BYOD** allows users to work when, where and how they want

In a high-security environment:

- Encrypted file sharing and cloud storage
- Proxies traffic through Unified Workspace to internal apps
- Anything else to mention here?

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