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# The Unified Digital Workplace Platform

A digital workplace unifies virtual desktops (VDI), virtual apps, and web applications (secure browser) with management, control, and observability from a single unified console.

## Problems with PC Security

Over the last decade, even as the spending on cybersecurity has increased to $300B annually, the number of cyberattacks and losses have increased even faster. Windows PCs and the browser are the two biggest attack vectors for an organization. There have been multiple categories of cybersecurity created to secure Windows PCs:

- Enterprise Mobility Management (EMM) to manage PCs

- Virtual Private Network (VPN) to provide secure access for remote users

- Anti-virus and anti-malware technologies to protect the PC

- Secure Web Gateways (SWG) to protect access to the web

- Cloud Access Service Broker (CASB) to manage and protect SaaS applications

- Zero Trust Networking Architecture (ZTNA) to provide a zero-trust secure access for remote users

- Secure Information Event Management (SIEM) to capture and analyze events across the enterprise

- Extrusion Detection & Response (XDR) to prevent the enterprise from malware
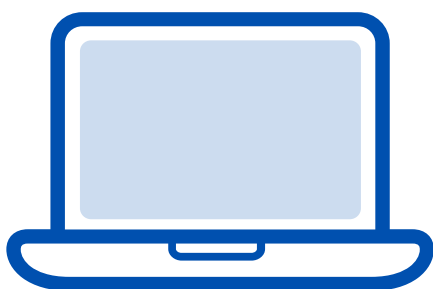


| XDR |
| --- |
| SIEM |
| ZTNA |
| CASB |
| SWG |
| Anti-Virus |
| VPN |
| EMM |

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## Enterprises Have Different Zero Trust Use Cases

It's time for us to re-think our approach. We need to explore zero trust options to centralize the operating system for better security (VDI) or eliminate Windows (Secure Browser). An enterprise desktop, mostly Windows, is used to deliver three different kinds of applications to end users:

- Windows apps
- Private web apps – These are custom applications written by the enterprise for a specific business need.
- SaaS apps

In order to deliver these desktops and apps onto any device, an enterprise has three use cases:

- Web apps only
- Web and Windows apps
- Windows or Linux desktops

**Web Apps**

**Web Apps**
**Windows Apps**
**Linux Apps**

**Windows OS**
**Linux OS**

- Frontline Employees
- Contractors
- Call Centers
- Compliance

- Frontline Employees
- Contractors
- Call Centers
- Compliance

- Compliance
- Knowledge Workers
- Financial Services
- 3D CAD & multimedia
- Software Developers

## The Need for Observability

Observability is a key requirement for end user computing because of the need to keep end-users happy via a consistently productive and satisfying digital experience (DEX), and increasing operational challenges of multiple components, mostly delivered from the cloud, all changing without IT control.

### Operational Challenges with a Broad Range of Components

A typical VDI deployment has tens of components starting at the edge with the device, device operating system, end user network, gateway, operating system on the gateway, cloud region/data center, operating system on the server, server virtualization technology, storage technology, operating system on the virtual desktop, versions of the applications running in the virtual desktop, DNS, and others. IT needs to plan for the scalability, availability, security, upgrades and operations of each one of these components. IT needs to also plan for the operations of the integrated solution stack. As any of these many components gets updated or patched, the entire VDI environment must be "re-QA'd" to ensure the full system is still operating as it should.

### Declining Availability of Trained IT Resources

More and more of the IT resources that were trained on operating core infrastructure components are retiring, and the new generation of resources are more interested in cloud-delivered services. IT leaders face significant challenges in hiring trained infrastructure team members.

### Fewer Components Managed by IT

In the past, IT managed most, if not all the components for a virtual desktop solution. That is no longer the case as companies adopt more cloud technologies. More and more components are being managed by an ISV or an IaaS service provider. In this hybrid multi-cloud world where IT still has multiple components to manage and dwindling control over the operation of many cloud resources, IT often lacks the resources and expertise required to operate a complex solution stack that spans both on-premises and public clouds.

### Rate of Change

These cloud-delivered components can be updated by the cloud provider at any time and can frequently change the behavior of a VDI solution, and not always for the better.

# Challenges with Solution Fragmentation

There are point solutions for each technology, and IT can assemble best-of-breed solutions to solve the problem of delivering secure access to enterprise applications for different kinds of users. However, fragmentation will only cause more challenges:

- Increased cost and complexity for IT
- Increased training and complexity for end-users
- Potential security mis-matches across different solutions

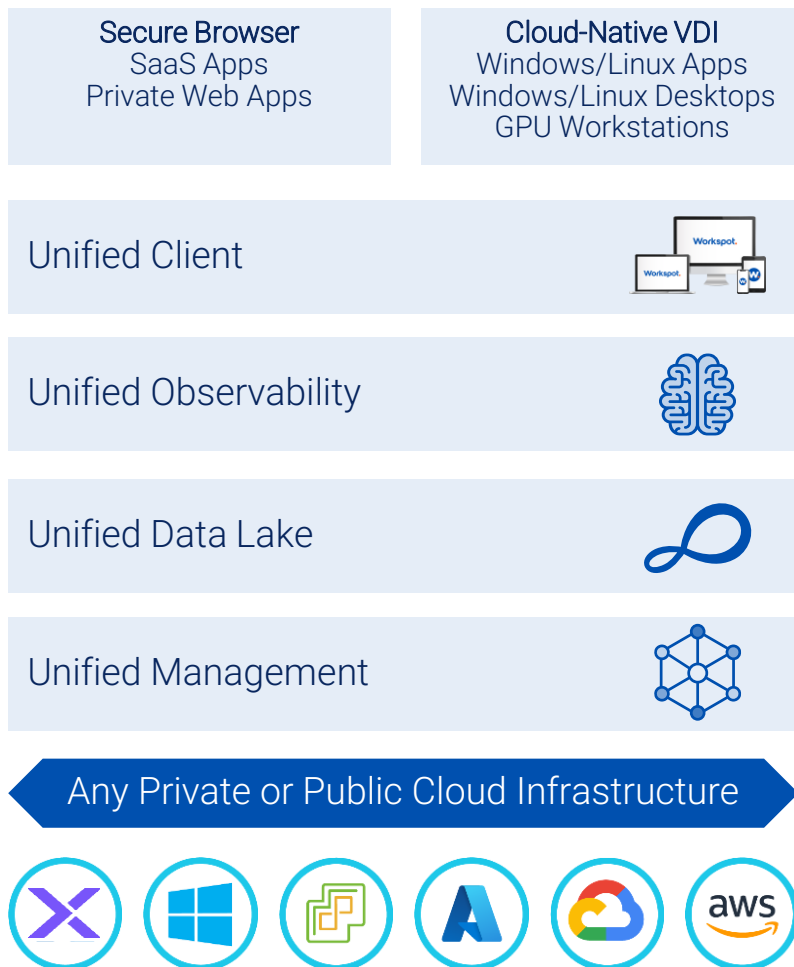| On-Premises Virtual Apps | On-Premises VDI | Cloud-Only VDI | Secure Browser | Observability |
|---|---|---|---|---|
| citrix | omnissa / citrix | Microsoft / nerdio / amazon | Island | control UP |

## Unified Digital Workplace Platform

We believe that IT needs a *unified* platform to deliver secure access to applications and desktops to end-users. A unified digital workplace platform provides unified and secure access to Windows and Linux desktops, Windows and Linux apps, private web, and SaaS apps.

## The Workspot Unified Digital Workplace Platform

The Workspot Unified Digital Workplace platform is the first cloud-native SaaS platform designed from the ground-up to deliver a unified, secure digital workplace.

| **Secure Browser**<br>SaaS Apps<br>Private Web Apps | **Cloud-Native VDI**<br>Windows/Linux Apps<br>Windows/Linux Desktops<br>GPU Workstations |
| --- | --- |

**Unified Client**

**Unified Observability**

**Unified Data Lake**

**Unified Management**

**Any Private or Public Cloud Infrastructure**

## Why Workspot is Different

Here are the four key differentiators of the Workspot unified digital workplace platform:

- Unified client
- Unified administration
- Unified observability
- Highest ROI

### Unified Client

Unified Client for any Use Case

### Unified Administration

Unified Platform for Hybrid Multi-Cloud

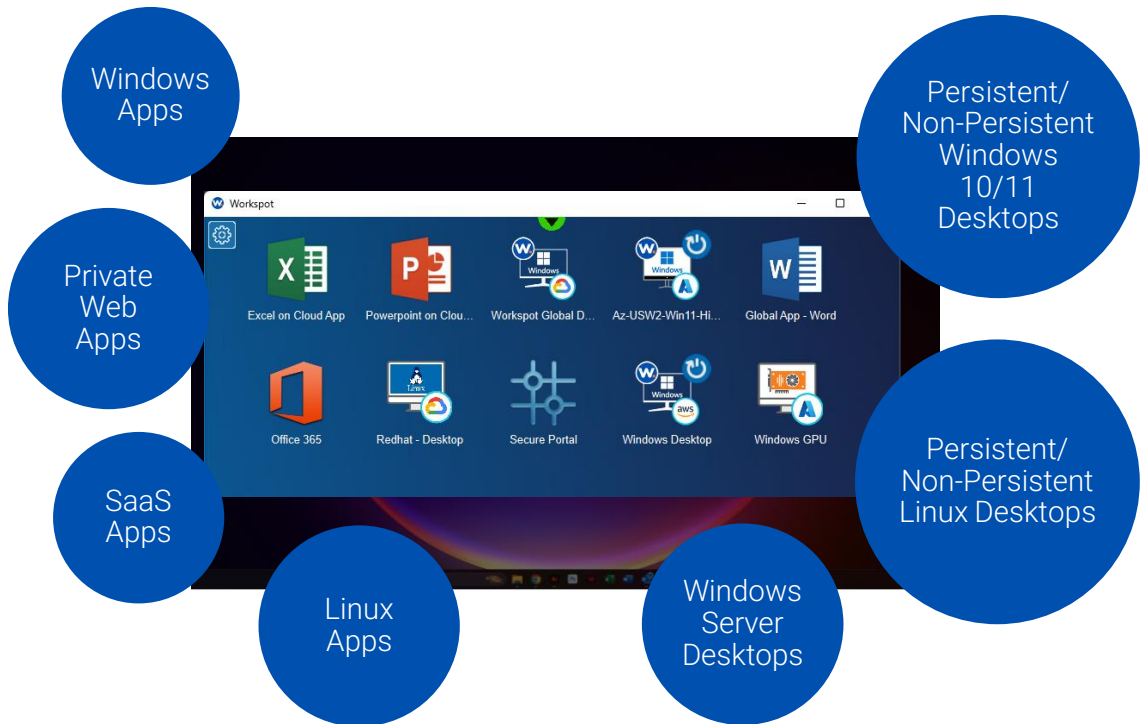### Unified Observability

Happy Users, Save $$$, Secure Users

### Highest ROI

Simplify Day 1 to Day 100+

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**Workspot.**

# Workspot Unified Client
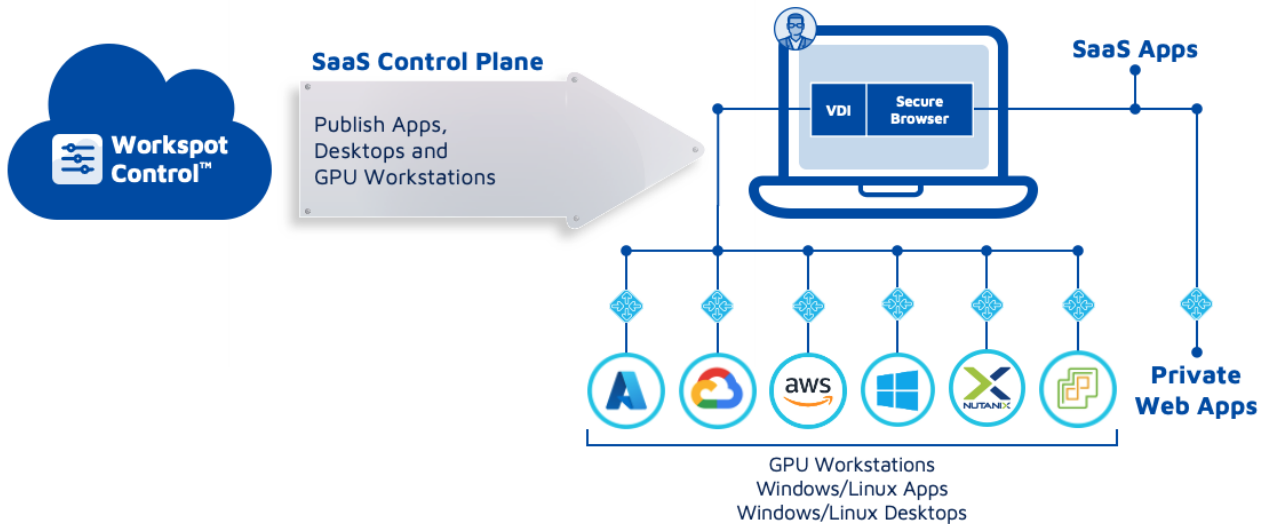
Workspot Client enables secure access to:

- SaaS & Web applications: There is a secure enterprise browser bundled into Workspot that enables zero trust access to web applications such as SAP, SharePoint, etc.

- Windows applications: Workspot Client is integrated with industry leading H.264 based RDP10.x protocol stack and enables access to an application running on Windows Server 2012 and above. Deep integration with Microsoft RDSH service enables seamless delivery to Windows applications.

- Windows 10/11 desktops: Access to virtual desktops hosted in [Microsoft Azure,](#) [Google Cloud Platform,](#) [AWS](#) and on-premises datacenters.
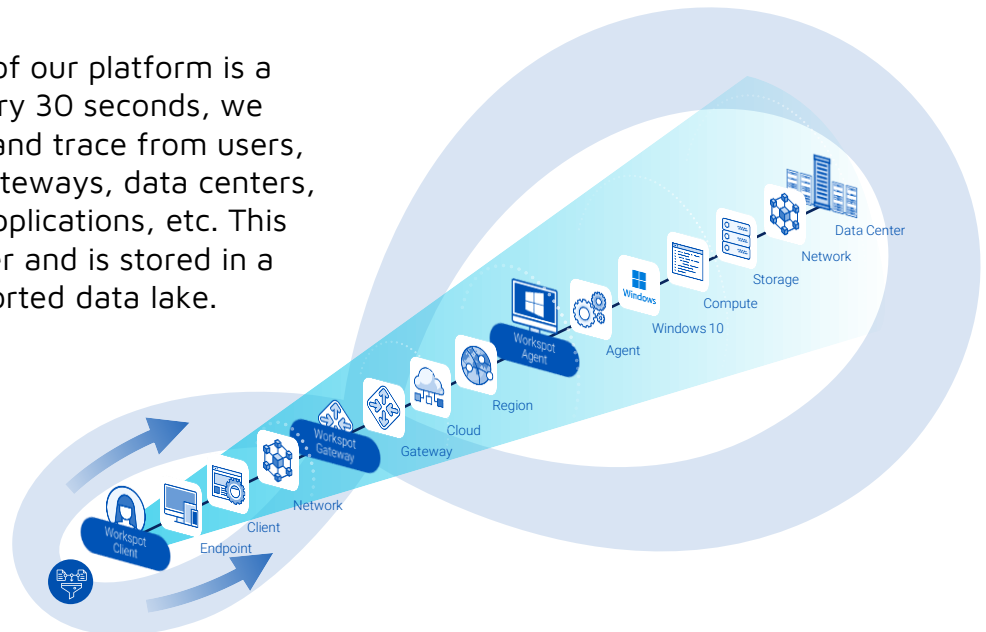
- Linux Desktops

- Linux applications

# Workspot Control - Unified Administration

The Workspot unified digital workplace platform was architected to ensure a highly efficient and secure environment. IT teams use Workspot Control, a single pane of glass administration console, to provision and manage their global virtual desktop, app, and web app deployment across on-premises datacenters and multiple public clouds and cloud regions. Built for massive scalability, it's easy to add new virtual desktops, apps, and web apps anywhere in the world in a few minutes, then observe and analyze activity data globally – all from one admin console.



# Workspot Unified Data Lake

A critical component of our platform is a unified data lake. Every 30 seconds, we collect metrics, logs, and trace from users, devices, networks, gateways, data centers, clouds, drivers, OS, applications, etc. This data is cross-customer and is stored in a user-indexed, time-sorted data lake.

# Workspot Unified Observability

Workspot observability is driven by our unified data lake. We apply AI to accelerate problem detection and resolution to deliver better digital experience (DEX), user NPS, better user security, and save $$$. There are three capabilities we deliver: Real-time observability, historical observability, and SIEM data feed.
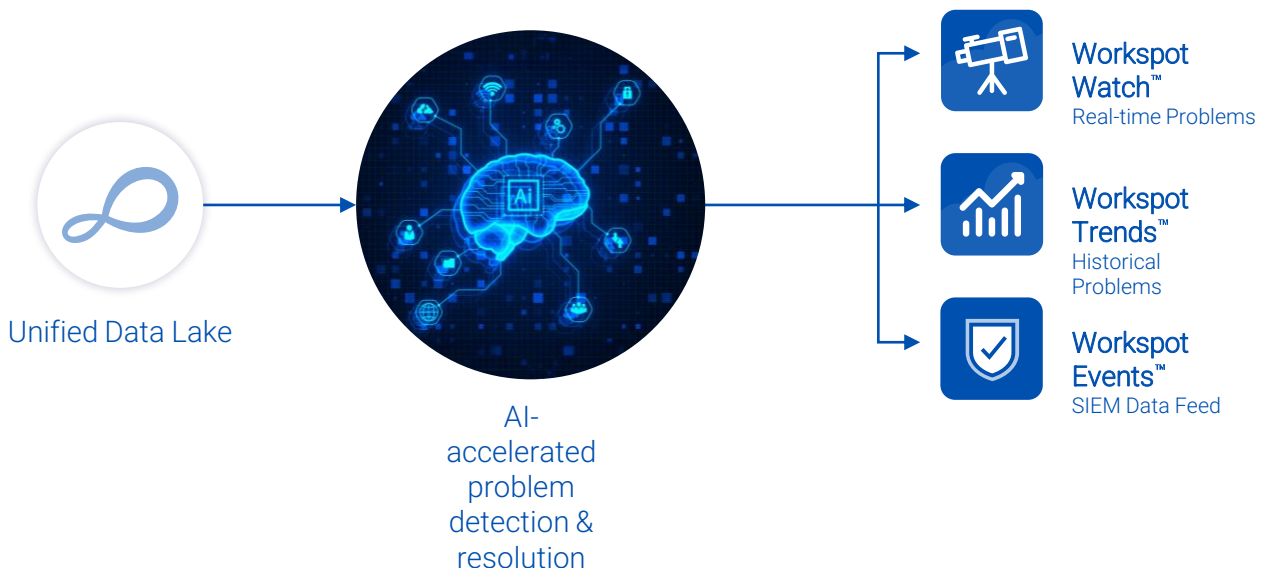
## Real-time Observability with Workspot Watch

With real-time observability, we are focused on helping IT to detect and resolve problems as rapidly as possible. We want to show a problem anywhere in the world, in any of the components in real-time. And then we want to enable IT to quickly see all the information they need to diagnose and quickly resolve the problem. Workspot Watch is focused on real-time observability.

## Historical Observability with Workspot Trends

Sometimes problems are not visible in real-time, e.g., a virtual desktop may slow down because of a bad security update, or a virtual desktop experience becoming poor after a series of updates over a course of weeks, or even months. Workspot Trends is focused on helping IT detect and resolve problems that may evolve over time, sometimes before they even become apparent to end-users, having taken weeks or even months to surface.

## SIEM Data Feed with Workspot Events

Customers can integrate their own custom feed of all events happening in the Workspot digital workplace with their existing SIEM system to get a holistic view of all things happening in their enterprise.



Unified Data Lake

AI-accelerated problem detection & resolution

Workspot Watch™
Real-time Problems

Workspot Trends™
Historical Problems

Workspot Events™
SIEM Data Feed

**Workspot.**

# Highest Return on Investment (ROI)

The Workspot Unified Digital Workplace Platform helps organizations experience significant cost savings by reducing expenses across multiple dimensions:

Reduced infrastructure costs – the Workspot unified digital workplace platform control plane runs entirely in the cloud, eliminating much of the costly hardware and software infrastructure needed for traditional VDI approaches. In fact, that vastly more efficient, leaner approach can save companies up to 50% in software costs and up to 75% in ongoing IT operations.

Reduced cloud IaaS costs – organizations using AWS, Google Cloud, or Azure for their virtual apps and desktops can see reduced costs due to Workspot's cost optimization (e.g., hibernating VMs when not needed) techniques tuned to each of these public clouds.

Lower endpoint costs with fewer hardware refreshes – more efficient, lower cost endpoints can be used that can run longer than PCs in traditional EUC environments.

Greater sustained productivity with up to "4 nines" availability saves big money – the Workspot Global Pools high-availability feature enables up to 99.99% availability with rapid, 1-click recovery from disruption (e.g., natural disaster or ransomware attack).

Highly efficient sizing and expansion – Workspot Watch and Trends allow IT teams to right-size or expand their EUC environment at ideal levels and at the right time due to AI-accelerated high observability guided decisions.

Improved employee productivity and retention -- The consistently superior digital experience (DEX) keeps your people productive and happy, with reduced personnel "churn" and greater retention of your top, most productive people.

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## Unified Digital Workplace Platform

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Keeping a widely distributed workforce secure, productive, and satisfied is Job 1 for IT organizations, while operating as efficiently and effectively as possible. With multiple ways to deliver desktops, apps, and web apps to people located anywhere by specific use case while using their desired endpoint devices of choice, a unified platform is required. An easily managed and massively scalable SaaS solution that gives IT the security, ease of management, and control required while offering end-users the freedom and flexibility to optimize their work styles with their lifestyles. That's the Workspot Unified Digital Workplace platform.

## See it in action – Schedule a Demo!

The Workspot digital workplace platform provides unified, secure access to all virtual desktops (VDI), virtual apps, and secure browsers. It offers a single client for end users on any device from any location and a unified management console for both on-premises and cloud environments. With built-in observability of all end-user activities, Workspot ensures outstanding digital experiences (DEX). As a secure and cost-effective SaaS digital workplace platform, Workspot is the optimal EUC solution for modern enterprises.

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