# Secure Workspace Overview

**Provide your employees with a secure and reliable work experience, wherever they are.**

Today's SMB IT environment is a challenge. You need to help employees stay connected and productive in a distributed world, while keeping your business safe from cyberthreats and data loss.

WatServ

# Secure Workspace Overview

Create a safe, reliable and flexible virtual workspace for your employees – whether they work remotely, in the office or both. **WatServ's Secure Workspace Solution** provide what you need to give employees access to critical Line of Business (LOB), SaaS and on-premise apps, safeguard their personal and company-owned mobile devices, apps and PCs, and protect them from phishing attempts, ransomware and data loss. Whether you need solutions for collaboration, identity access and management, endpoint security or virtual desktops, WatServ can help.

## BUSINESS DRIVERS

**The cloud is ubiquitous**
—
90% of companies are on the cloud

**There is growing device, OS & app diversity**
—
60% of employees use mobile apps for work-related activities

**Updates are continuous**
—
1-4x per month is a typical update cycle

**Secure Workspace**

**Cybersecurity is a concern**
—
70M smartphones are lost each year

**BYOD is common**
—
95% of organizations allow personal devices

**Device Management**
—
$3.92M is the global average cost of a data breach

## Get the Right Solution for Your Company
Foster productivity, security and simplicity.

# Secure Workspace Overview

## SECURE WORKSPACE **ESSENTIALS**

Provides the essentials you need for a secure and reliable work experience

### OVERVIEW

**Secure Workspace Essentials** helps SMBs enable a fully functional and managed Microsoft 365 environment, including hybrid identity, email and calendaring (Exchange), and messaging & content collaboration (through Teams and SharePoint) – all while maintaining an overall security posture in accordance with industry standards and best practices. Essentials also provides a key foundational component for the cloud journey, helping customers benefit from Microsoft's integrated services while achieving productivity and cost savings.

## SECURE WORKSPACE **STANDARD**

*Includes everything from Essentials*, plus Microsoft Endpoint Management

### OVERVIEW

**Secure Workspace Standard** helps SMBs take their M365 environment to the next level by managing and securing the Endpoints associated with the user community. It also assists customers in locking down their security posture around endpoints and in managing the Windows device lifecycle for end users – from initial deployment to end of life. Finally, it helps customers centrally control and deploy enterprise Line of Business (LOB) and SaaS apps, Microsoft Apps along with Windows Updates, along with centrally managing Security Policies.

## SECURE WORKSPACE **PREMIUM**

*Includes everything from Essentials and Standard*, plus Azure Virtual Desktop

### OVERVIEW

**Secure Workspace Premium** is a complete suite that deploys a secure workspace for SMB customers, allowing the use of an email and calendaring platform (Exchange Online), and messaging & content collaboration (through Teams and SharePoint). Premium also enables customers to manage and secure the Endpoints associated to the end users, providing central management and deployment of Microsoft Apps and Windows Updates along with managing Security Policies. Finally, this solution adds desktop and app virtualization services that run in the cloud, allowing customers to implement BYOD and enabling users to securely access the environment from anywhere and from any device.

# Secure Workspace Overview

| What's Included | Essentials | Standard | Premium |
|---|:---:|:---:|:---:|
| **Identity and Access Management Services** <br> Azure Active Directory (Hybrid Identity), content collaboration, email and messaging platform | | | |
| **Identity and access management** <br> • Role Based Access Control (RBAC) <br> • Azure AD and Azure Multi Factor Authentication (MFA) | ● | ● | ● |
| **Tenant administration** <br> • M365 portal and license administration <br> • Security and compliance overview <br> • Policies for archive retention; in place and litigation hold | ● | ● | ● |
| **Exchange Online support/Azure AD User and group administration** <br> • Manage email and calendaring platform <br> • Service availability and management (interface with Microsoft) <br> • New user creation <br> • Update name, location, manager, etc. <br> • Group creation or modification <br> • Managed with WatServ's ticketing system | ● | ● | ● |
| **Mobile Device & Cloud Application Management** | | | |
| **Administration of Endpoint Management Service** <br> • Manage licenses and certificates <br> • Service availability and management (interface with Microsoft), device compliance and enrollment | | ● | ● |
| **User management** <br> • Assign and manage profile scope for users or groups. | | ● | ● |

# Secure Workspace Overview

| What's Included | Essentials | Standard | Premium |
|---|---|---|---|
| **Mobile application management**<br>• Manage app protection, configuration, and life cycle policies<br>• Provision line of business and store apps, Monitor and manage app deployments | | • | • |
| **Mobile device management**<br>• Manage compliance, configuration, and conditional access policies<br>• Manage device enrollment policies for corporate and BYOD devices | | • | • |
| **Update management**<br>• Manage Windows 10 feature and update policies<br>• Manage iOS/iPad update policies | | • | • |
| **Centrally manage access to Line of Business (LOB) and SaaS apps**<br>• Publish LOB apps via Azure Application Management | | • | • |
| **Virtual Desktop and Apps management** | | | |
| **Azure Virtual Desktop (AVD) control and access layer management**<br>• AVD tenant, resource group and storage account administration<br>• Azure Active Directory Domain Services AVD Components<br>• Azure multi-factor authentication<br>• Backup and disaster recovery | | | • |

# Secure Workspace Overview

| What's Included | Essentials | Standard | Premium |
|---|:---:|:---:|:---:|
| **AVD desktop layer maintenance and administration**<br>· User profile management (FSLogix) and policy management<br>· Management of app groups and host pool configurations<br>· Load balancing and publishing of resources<br>· Image development, Image OS and AVD patch management | | | ● |

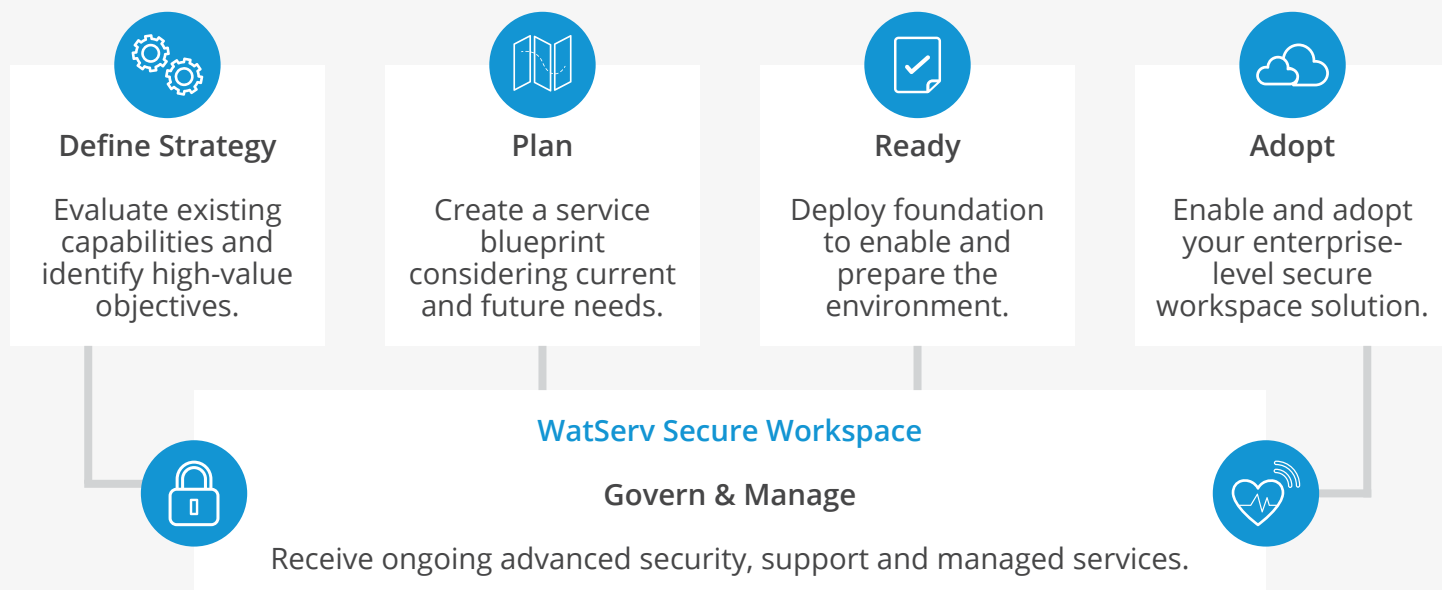| CloudOps Advanced Security Includes | Essentials | Standard | Premium |
|---|:---:|:---:|:---:|
| **Vulnerability management**<br>· Vulnerability scanning and reporting<br>· Remediation guidance and follow-up (actual remediation to be performed by the customer) | ● | ● | ● |
| **Security log management and SIEM**<br>· Centralized logging and correlation for threat detection | ● | ● | ● |
| **Security incident management**<br>· Alert review<br>· Incident management, from detection to resolution<br>· Incident remediation and recovery guidance<br>· Attack containment and/or recommendations and guidance<br>· Security incident management reporting | ● | ● | ● |
| **Security operations center as a service (SOCaaS) and incident management** | ● | ● | ● |
| **Endpoint protection and endpoint detection and response software** | | ● | ● |
| **Host-based and network-based intrusion detection systems** | | | ● |

# Secure Workspace Overview

## Secure Workspace in a Day

Looking for a quicker solution that will get the basics up and running quickly?
Check out WatServ's Secure Workspace in a Day.

## OUR APPROACH

WatServ's approach follows the Microsoft Cloud Adoption Framework:

**Define Strategy**

Evaluate existing capabilities and identify high-value objectives.

**Plan**

Create a service blueprint considering current and future needs.

**Ready**

Deploy foundation to enable and prepare the environment.

**Adopt**

Enable and adopt your enterprise-level secure workspace solution.

### WatServ Secure Workspace

**Govern & Manage**

Receive ongoing advanced security, support and managed services.

**WatServ is SOC 2 certified for its CloudOps Managed Services, based on an audit of its Type II report.**

Developed by the American Institute of Certified Public Accountants (AICPA), SOC 2 is an auditing procedure that ensures service organizations manage customer data using controls for security, availability, processing integrity, confidentiality and privacy. At WatServ, we are committed to achieving operational effectiveness and providing assurance to our customers.

AICPA
SOC
aicpa.org/soc4so

# WatServ

**WatServ is an IT solutions provider helping clients digitally transform their businesses through cloud technologies and services.**

For more information, visit www.watserv.com