

HYBRID WORK

How IT can deploy DaaS easily



EXPLORE E-BOOK

Complexity is increasing more and more for BPOs

The [Business process outsourcing](#) (BPO) industry has experienced momentous transformation. BPO organizations which have embraced changes are able to align processes and operations for simplifying business operations, designing modern workspace architectures, and enhancing digital solutions such as internet banking, online payments, and more. Even processing executives, who count on sophisticated technology to connect with clients, are now working from home.

In such a scenario, BPOs need to rethink about making business processes more flexible and reduced on-site work reliance. Yet, many BPO firms are striving to meet security and compliance challenges that are posed in offering superior employee experience with legacy applications and desktop infrastructure. Such aspects of employee experience impact productivity and customer satisfaction negatively. This makes purpose-built solutions like Ace [Desktop as a Service](#) (DaaS) for BPO more pertinent than ever.

90%

of security leaders believe they're falling short in addressing cyber risks.

32%

of employees worldwide will be represented as remote workers by the end of 2022

Today's security landscape is fragmented: BPO needs DaaS

IT teams of BPOs are questioned about the complexity of protecting devices, applications, and infrastructure for hundreds of new hybrid workers. As this complexity continues to grow, it's creating vulnerability in enterprises.

With more and more distributed devices from where the executives connect with clients and access client data, cybercriminals have got more easy entryways to exploit vulnerabilities. This proves inconsistent security measures can open the door for cyber threats, which spread rapidly once any entry point has been compromised.

Here, virtualization indeed offers point access on either a device, application, or at the perimeter. However, managing the whole infrastructure doesn't let IT deliver a security model that extends end to end. This loophole in the security ecosystem makes it very difficult for IT teams to address all elements of business IT security properly.

Adding to these challenges, the demand for security skills is far outpacing the supply. 42% of administrators report they don't have adequate IT staff to manage threats, and 39% say their units have a security talent gap.

To cope, IT teams end up taking a host of solutions from multiple resellers to manage access and security risks at every level.

In light of such concerns, it's crystal clear that the standard approach to security is not going to see through.

The solution to lowering security risks is Desktop as a Service that clear the groundwork for security.



**End-to-end
encryption**



**Secure
network access**



**Granular
access policy**

DaaS is the new paradigm:

How does ACE help?



Centralized security management and app provisioning

A centralized management platform provides IT teams with easy-to-use granular control over app and desktop security policies. Citrix DaaS monitoring and management solutions enable IT to push security updates for applications and desktops to every device, keeping employees productive while their environments stay secure.



Single Sign-On

IT has the freedom to configure SSO to log in directly to the Workspace application. In such a way, once a user enters directly into the device with protected sign-on, they are instantly launched into the workspace. This eliminates the hassle of multiple sign-ins and improves user experience.



Simplified multi-user access

The DaaS experience is focused on providing users with a unified and custom view of their [virtual desktops](#) by simply logging in through the Workspace app, where all their client data and progress is stored.



Aligned audits and compliance

[DaaS](#) is an infrastructure that simplifies audits and implements regulatory compliance by offering a centralized audit of how the applications are accessed, when, where, and by whom. This not only helps BPOs to prevent cyber-attacks caused due to human error and adhere to strict industry compliance guidelines.

DaaS and BPO, Stronger Together

Ace DaaS delivers a comprehensive security ecosystem that allows BPOs to protect their workspace and data while the hardness, simplicity, and economics of cloud service. DaaS empowers IT to have access to cloud-based adaptive security and security management tools. And the DaaS enables BPOs to capitalize on existing infrastructure, thereby reducing IT maintenance and operational costs.

Still not convinced? See for yourself.

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