



NEC

Orchestrating a brighter world

Enterprise Mobility + Security

Empower your mobile workforce with the tools
to communicate and collaborate securely

nec.com.au

Enterprise Mobility + Security

The modern workplace is no longer necessarily made up of an office filled with employees, desks and chairs, rather it is made up of all sorts of different environments where employees choose to work. The idea of working remotely isn't new, but has gained prominence as organisations and employees realise the tangible benefits it can provide.

In more recent times, we have witnessed how during extreme cases, e.g. COVID-19; companies and their entire workforce across the globe have performed all of their roles working remotely. Events of this nature suggest that these shifts in work culture where employees work from home either part-time or permanently are expected to continue in the future. To that end, it is critical that organisations enable their employees to work remotely productively, but also securely.

A poorly managed mobile environment will create frustration with your employees, leave your organisation exposed to uncontrolled data and fail to protect your organisation from security threats, ultimately preventing the benefits that a mobile workforce can provide. It is therefore crucial that organisations engage an experienced provider to support them in their journey to new and flexible ways of working.



Enable your organisation's workforce

NEC's EMS is a flexible, modular service offering that enables your organisation's workforce to remain productive and work flexibly anywhere, anytime and across any device with a consistent user experience whilst ensuring that your organisation's data is secure and protected at all times and that you remain one step ahead of security threats.

Users can continue to access the information they need whilst the necessary identity, authorisation and secure connectivity measures are in place to protect and secure their files and emails accessed across multiple devices both inside and outside of their organisation.

NEC will help you navigate through your organisation's mobility needs and help you understand how to adopt the right governance and policies which allow your employees to work remotely whilst remaining safe, compliant and protected. Following a Preliminary EMS Assessment, NEC will help you evaluate your mobility landscape and provide consulting advice to help you determine how well your strategy addresses the foundational principles of enterprise mobility and where NEC can step in to help.

81% of hacking breaches leverage stolen and / or weak passwords and 58% of workers have accidentally shared sensitive data to the wrong person?

Verizon 2017 Data Breach Investigation Report; and Stroz Friedberg "On the Pulse: Information Security in American Business" 2013

Service Modules

Enterprise

Mobility + Security

Business Continuity
and Recovery Planning

With NEC's Business Continuity and Recovery Planning (BCRP) framework, you can easily and quickly adopt the right tools, templates, governance and policies, allowing your employees to work remotely whilst remaining safe, compliant and protected.

Identity and Access
Management

Manage your identities efficiently and securely by ensuring the right people have the right access to the right resources. Protect, monitor and audit access to critical assets while helping maximise employee productivity.

Information
Protection

Stay more secure in today's world by adopting a zero trust approach with our help. Provide more protection to people working anywhere, on any device, with any app using our identity-driven security.

Threat Protection

Identify, detect, and respond to threats, compromised identities, and malicious insider actions across your on-premises and cloud environments. Protect your organisation with adaptive, built-in intelligence.

Windows Virtual Desktops

Provide your users with a practical, modern and consistent experience with a workspace that's highly scalable, always up to date and available on any device.

Enterprise Mobility Management

Enable your workforce to use any device, anywhere, anytime whilst staying protected with a single endpoint management solution. Securely manage iOS, Android, Windows and macOS devices.

NEC's WFH framework enables businesses to easily and quickly adopt the right governance and policies, allowing your employees to work remotely whilst remaining safe, compliant and protected.



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Remote User

Connectivity

Secure information in transit and control user access to select networks inside your organisation's data centres and cloud environments with additional authentication controls as required.

Document

Authentication

Log which users have accessed documentation and detect when other individuals are looking at sensitive information on authorised devices and automatically shut down the document.

Simplify the management of your modern workplace, for all your endpoints including laptops, mobile devices and applications.

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Benefits

Flexible service offering

NEC will help you evaluate your mobility landscape and provide consultative advice to help you determine which services from a suite of service modules available are most suitable to your organisational needs. Customers can also choose from a basic level of support in our Essential's package all the way to 24x7 support in our Premium package.

Industry leading technology

NEC is a Microsoft Gold Partner in communications, windows & devices and through our long-standing relationship with Microsoft can provide you with the service and insight required to help you achieve your goals. Leveraging Microsoft's EMS application and platform ecosystem, NEC can deliver you a proven end to end solution that is market-leading technology to serve your needs.

Secure your mobile workforce

In a workforce where employees are increasingly working remotely, security is paramount. NEC are able to implement a solution suitable to your organisation with the right governance and policies, which enables employees to work remotely whilst remaining compliant, secure and protected.

Managed by experts

Customers can leverage NEC's experience and expertise and access Microsoft certified engineers without having to employ expensive staff directly or invest in significant training. NEC continues to invest in skills and technology as well as product development and research globally and have a track record spanning more than 50 years.

Our Approach

Following a Preliminary EMS Assessment, NEC will help you evaluate your mobility landscape and provide consulting advice to help you determine how well your strategy addresses the foundational principles of enterprise mobility and where NEC can step in to help.

1

NEC can understand your business needs and pain points and provide advice on solution modules that align with your enterprise mobility landscape and where NEC can step in to help.

2

Use our implementation service to deploy your solution quickly and effectively and upgrade on-premises environments to the cloud with qualified experts.

3

Provide managed services to Microsoft-based applications and platforms with a tiered support model to suit your specific needs and requirements.

4

We can provide optimisation services to improve customer business outcomes.



Consultancy



Implementation



Support



Optimisation

NEC Enterprise Mobility + Security

Managed Service

NEC's EMS Service is a flexible service offering and allows you to select the services from a suite of service modules available, which are most suitable to your organisation.

As part of the service offering, NEC has also tiered the service offerings into three packages - Essential, Standard and Premium. Each package has different functions available, with the number of functions offered increasing from Essential through to Premium.

The offerings have been tiered to provide flexibility and service, whilst ensuring that packages can be used to fit different customer requirements and budgets.

The table below summarises the service choices and included functions:

NEC EMS Managed Service Package Summary			
	Essential	Standard	Premium
Incident management support hours	8:30-17:00 ¹ Mon-Fri	8:30-17:00 ² Mon-Fri	24x7x365 ³ Inc. Public Holidays
Service desk access	-	8:30-17:00 Mon-Fri	24x7x365 Inc. Public Holidays
Service assistance portal	✓	✓	✓
Remote support	✓	✓	✓
Request fulfilment	Fees Apply		
Service delivery manager	-	✓	✓
Service level reports	-	✓	✓
Problem management	-	-	✓
Major incident management	-	-	✓

NEC EMS Managed Service Package Summary

	Essential	Standard	Premium
Vendor escalation	✓	✓	✓
Ad-hoc platform reporting	✓	✓	✓
Service options - available across all modules			
Preliminary EMS Assessment	✓	✓	✓
Consultation advice	Priced on request		
Implementation services	Priced on request		
Optimisation services	Priced on request		

- 1. Essential:** Support provided 8:30-17:00 Monday to Friday, single time zone, access to service desk only via online portal.
- 2. Standard:** Support provided 8:30-17:00 Monday to Friday, multiple Australian time zones, access to service desk 8:30-17:00 Monday to Friday, single time zone via phone or online portal.
- 3. Premium:** Support provided 24x7x365, access to service desk 24x7x365 via phone or online portal.

Available Service Modules

Business Continuity and Recovery Planning (BCRP)	Remote User Connectivity (VPN)	Enterprise Mobility Management (EMM)	Information Protection
Threat Protection	Identity and Access Management (IAM)	Windows Virtual Desktop (WVD)	Documentation Authentication

Providing local support to Australian organisations for over 50 years

Why NEC?

NEC is a Microsoft Gold Partner and holds a number of certifications. We've received awards from Microsoft for delivering innovative, unique and successful projects that drive tangible outcomes for our customers.

NEC excels in providing expertise in communications, security, systems integration and managed services.

We continue to invest in voice expertise, product development and research globally and have a track record spanning more than 50 years of engineering success and delivering support to Australian organisations, both large and small.

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- Preliminary EMS Assessment
 - Single Sign-On (SSO)
 - Multi-factor authentication
 - Support your diverse mobile ecosystem
 - Deliver the only multi-session Windows 10 virtual desktop experience
-



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