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Top 3 IT must-haves for remote work in 2022

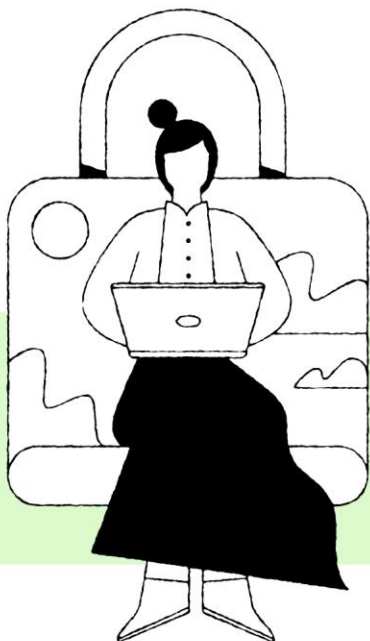
Why Desktop as a Service, multi-layered security, and hybrid cloud management are essential for a sustainable hybrid work strategy.



Pre-pandemic, three-quarters of U.S. workers had never worked from home, but by May 2020 more than 70 percent were remote.¹ While many workers found this to be a positive change, one group has largely found this new paradigm to be an enormous challenge — the IT team.

IT has been left pulling double duty, implementing new architectures to support scalable hybrid work, while keeping devices, apps, and infrastructure safe. And they're doing it all in an exponentially more threatening environment without protection from traditional network and security perimeters. No doubt, it's an enormous job. And in light of stagnating IT budgets and an expanding skills gap, it's a situation that can't continue.²

Throughout the pandemic, **Citrix and Chrome OS** helped organizations implement hybrid solutions for a wide variety of scenarios. Our experiences taught us what's needed most right now is a focus on security, scalability, and simplified cloud management. Going into 2022, Citrix and Chrome OS recommend pursuing these three strategies to successfully meet the challenges of today's ever-growing hybrid workforce.



#1 – Consolidated, end-to-end, multi-layered security

Hybrid work and the multiplication of endpoint devices being used for work has made defending against ransomware and malware a non-stop cycle. To keep up, IT teams must grapple with a complex ecosystem of fragmented cybersecurity tools to manage threats over a broad surface area of apps, devices, and networks. In fact, **29 percent of organizations use between 31 and 50 tools, and 23 percent use a staggering 51 to 100 tools.**³

It's no wonder that **75 percent of IT professionals say that organizational complexity creates considerable cybersecurity and privacy risks.**⁴ Even the most experienced IT teams find it difficult to manage security with this vast, disparate array of tools.

If you want to come close to fixing these challenges, look for opportunities to consolidate around fewer vendors and platforms. Start by looking for cloud solutions that natively integrate with large hyperscalers like Google Cloud. Hyperscalers have highly automated networks, which provide rapid scalability for their underlying network infrastructure as well as security services that run on their platforms.

Next look for multi-layered security solutions like Citrix Secure Private Access that follow a zero trust model with contextual access policies. Consider when and where access requests are evaluated and the levels of granular access controls that can be used. Are you able to fine-tune access based on real-time conditions or is remote access an all or none scenario?

Finally, ensure you make your job easier and more consistent by using security automation based on machine learning and AI. These innovations reduce the dependency on human monitoring for breaches, improving your threat defenses and response times.

#2 – Flexible, secure employee access with DaaS

What's the ideal solution for remote work in 2022? Desktop as a service (DaaS). DaaS provides seamless, secure, remote access to Windows or Linux desktops, all types of apps, and data. Here's why.

By 2022, approximately 53 percent of the U.S., Europe, and the U.K. workforce will be remote along with 31 percent of all workers worldwide.⁵ With hybrid work here to stay, DaaS streamlines the time-consuming job of deploying legacy Windows and Linux apps, as well as full-feature desktops for this burgeoning hybrid workforce.

As a cloud-first solution, every desktop and device is easily provisioned, configured, and monitored using centralized cloud management tools. And scaling up or down can be done on demand for any contingency. Moreover, DaaS is inherently secure because nothing is ever stored on devices, which mitigates risk if a device is lost, stolen, or infiltrated by a bad actor.

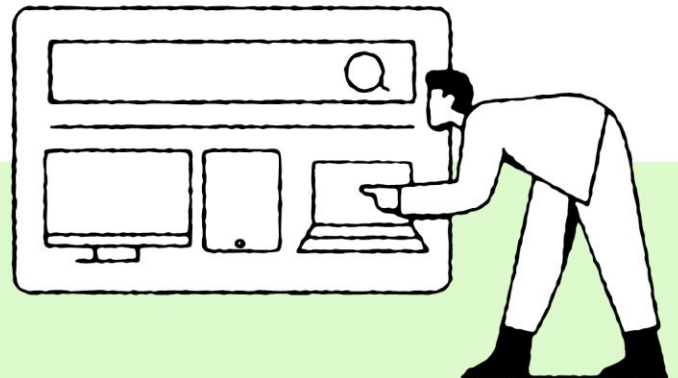
And while supporting a vast and growing hybrid workforce is a major undertaking, DaaS helps make it easier. In fact, DaaS reduces IT help desk calls by as much as 33 percent.⁶

#3 – Simplified, hybrid cloud management and monitoring

Behind the scenes, the hybrid work environment is a mixture of on-premises and cloud resources, virtual desktop infrastructure (VDI), legacy apps, Software as a Service (SaaS) solutions, and data. And putting everything into the public cloud is unlikely to ever be a feasible solution, especially for data that's highly confidential or regulated.

When evaluating DaaS solutions for their management capabilities, look for those that work with both multi-cloud and on-premises environments rather than ones that are locked into a single cloud. This way, as your hybrid work environment evolves, you can always achieve your consolidation goals.

You also need a simplified approach for managing and monitoring these resources, regardless of their location. DaaS features integrated, centralized management of devices, users, apps, and desktops from the cloud. As a result, IT can seamlessly customize access and configure security policies for each user without ever having to touch devices.





Citrix DaaS and Chrome OS have transformed hybrid work

For over a decade, Citrix and Google have partnered to deliver comprehensive, end-to-end solutions that solve some of the world's biggest technology challenges. We share a common vision to simplify IT for agility and scale while also enabling employees to work securely, simply, and productively.

Citrix DaaS and Chrome OS have designed a hybrid work solution that is designed from the ground up with security in mind. Our cloud-first solution is driven by a zero trust security framework; provides granular and contextual security policies; and is equipped with built-in features and automations to make sure users, the network, and company data are always secure.

Employees benefit from simple and seamless one-click access to any type of app or desktop with Citrix DaaS. Using Citrix Workspace app on their Chrome OS device, employees are launched into a secure cloud-based workspace that can be configured to access mission-critical apps of any type, including legacy Windows apps, and robust virtual Windows or Linux desktops.

IT administrators benefit from centralized Citrix DaaS management and monitoring capabilities across all of the user devices, apps and virtual desktops. IT teams also enjoy reduced maintenance time and costs thanks to intelligent security automations provided by Citrix DaaS security solutions, like Citrix Secure Private Access, Citrix Secure Internet Access, and Citrix Analytics for Security.

Organizations gain long-term savings from modernizing infrastructure, preventing costly security breaches, and streamlining operations.

Learn more at Citrix.com/Google

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¹ NCCI. "Remote Work Before, During, and After the Pandemic," January 2021.

² SWZD. "The 2022 State of IT," August 2021.

³ IBM. "Cyber Resilient Organization Study 2021," July 2021.

⁴ Ibid.

⁵ PWC. "2022 Global Digital Trust Insights Study," October 2021.

⁶ Netwrix. "2021 Sysadmin Report," July 2021.