RES

EMPOWER YOUR WORKFORCE WITH EXCEPTIONAL IT SERVICE DELIVERY FOR LIFE SCIENCES AND PHARMACEUTICAL ORGANIZATIONS

For life sciences and pharmaceutical organizations, data is king. Workers need to gather it, track it, analyze it, and report on it. And the job of IT is to provide access to it. But when data is king, access needs to be controlled – whether the data represents intellectual property for compounds under development, health information to which privacy laws apply, or everyday business transactions with customers and partners that need to remain confidential.

Yet on the other hand, a lock-down approach that makes access a headache is sure to dampen productivity. If you want IT to serve as an enabler of success, making workers jump through hoops, enter endless passwords, and constantly ring up the help desk to get the access they need is hardly the way forward. In the end, it only earns IT a reputation as the "department of no and slow."

What's needed is an approach to IT service delivery that gives workers hassle-free system and data access — while using smart tools and automation to ensure the security required both by internal policies and external regulations. And when such an approach can also help bring new workers on board faster and easier while minimizing IT costs at the same time – well, that's an added benefit that's hard to resist. Fortunately, RES can help you deliver.

MAKE IT SHINE WITH SECURE, AUTOMATED DIGITAL WORKSPACES

A digital workspace that empowers workers to do their jobs in a secure and productive manner wherever they are — this is precisely the kind of thing that can make IT shine. RES helps you achieve this goal, with a people-centric approach to digital workspaces that can increase adoption for your workforce while streamlining management duties for IT.

Mobility and Better Endpoint Management

Traditional desktop models can hold organizations back. Today's workers need much more flexibility to work at anytime, anywhere, on any device. They expect IT to securely provision access to systems and data when they need it. And if they don't get it, today's users tend to find workarounds that are less than advisable — at least from an IT perspective.

RES helps you meet this challenge with a modernized digital workspace that ensures a consistent and seamless user experience across devices for your workforce. Our technology separates key elements of the user experience from the underlying device or OS. By securing the user rather than the device, IT is able to support workforce mobility by delivering the right virtualized workspaces on any device every time.

For the devices that are part of your environment, centralized management and configuration makes the job easier. Whether you're upgrading the underlying OS, performing a hardware refresh, or migrating to a new platform because of a recent acquisition, RES helps you exert control over the digital workspace environment while maintaining a consistent user experience so that users can stay productive and happy.

Easy, Policy Driven Access with Automated Onboarding and Offboarding

With RES, digital workspaces are configured and adjusted on-the-fly using workflow that can predict access needs based on the worker's identity and context. If a worker is added to a new project or team, they're automatically granted the proper level of system and data access along with privileges based on the policy defined for that group or team. This means that when your workers are collaborating with a research team in the middle of a clinical trial or presenting to investors in a critical funding meeting, they'll have the access to the data and systems they need — without the hassles common in many environments.

Onboarding and offboarding employees and consultants is easier, too. RES integrates into existing identity sources, such as HR, payroll and project management systems, to automatically provision access based on how roles match against policies. This means that new workers can

now be productive from day one. For mergers and acquisitions — where the challenge is to onboard entire new workforces as quickly as possible — this approach to onboarding can be particularly valuable. Simply assign the correct roles to each new employee and RES manages the access privileges automatically.

When a worker leaves, the de-provisioning process is automated as well — making it far less likely that valuable IP walks out of the door with employees or consultants headed elsewhere. What's more, automated provisioning and de-provisioning isn't limited only to the beginning and end of the employment agreement. It's also extremely useful as existing workers transition to different roles and move through the employee lifecycle.

Adaptive Security and Compliance

While workers might be your most valuable asset, RES recognizes that they're also the weakest link in your security chain. All it takes is for one of your workers to click on the wrong link in a suspicious email and the next thing you know you're the victim of a ransomware attack. What's more, life sciences and pharmaceutical organizations often work with confidential patient data that needs to be managed to ensure privacy and comply with regulations.

This is why RES complements firewalls, antivirus, and other existing security measures with a people-centric approach to security. For example, you can use application whitelisting to allow only approved applications to run in your environment — blocking all others. Context-aware capabilities allow you automatically allow or block access to sensitive or confidential data based on worker and workspace context — such as location, device, time of day and other criteria. And features already mentioned, such as policy-driven privileges and automated de-provisioning or offboarding, also help ensure levels of security and compliance that allow you to operate with confidence.

Automated IT Services

An IT group that is agile and responsive can win over the workforce and earn a seat at the table when it comes to charting the organization's strategic course. With RES, your IT group can achieve this agility by transforming once manual and laborious tasks into automated workflows that are easily traceable.

For example, you can optimize your service desk by modelling processes and automating routine tasks. You can further optimize operations with a self-service app store that empowers workers with self-provisioning capabilities. No wonder some RES customers have been able to reduce service tickets by as much as 45%.

But most importantly, RES helps you improve satisfaction with IT by enabling users to access the right apps when they need them most. Workspaces are configured and optimized for their roles, ensuring a consistent, reliable and personal experience regardless of device or location. With RES, your workers get they want: a seamless IT experience where they can do their jobs without worrying about the underlying technology that powers their workspaces.

BETTER IT AND A BETTER WORKFORCE, TOO

Why do so many IT shops love RES? Because RES makes IT look good by enabling access to system and apps without the headaches that wear users down and dampen productivity. With RES, your IT group will be able to:

- **Modernize the digital workspace** to ensure a consistent and seamless user experience
- **Drive user productivity** with secure, automated and hassle-free access to systems and data
- **Ensure security and compliance** with a people-centric approach that protects sensitive data and IP
- **Improve the image of IT** with automated services that empower workers and drive performance throughout the organization

LEARN MORE

To find out more about how RES can help you achieve higher levels of security, visit us online at www.res.com or call us at 1 800 893 7810.

ABOUT RES

RES creates, automates and secures digital workspaces to improve the experience and productivity of the workforce while lowering IT costs. RES takes a people-centric approach to making technology access secure, even in complex multi-device/multi-location scenarios, across physical, virtual and cloud environments. RES boasts numerous patented technologies, fast time to value, and superior customer support for more than 2,500 companies around the world. For more information, visit www.res.com, contact your preferred RES partner, or follow updates on Twitter @ressoftware.

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