



## The Importance of Remote Access for a Successful Digital Transformation

**Digital transformation is fundamentally changing how businesses streamline processes and provide value to customers. A key aspect in this shift is equipping personnel with digital access to company resources, no matter where that personnel is located. Long gone are the days where having a remote access solution was a “nice to have”. It is now a business necessity.**

According to TechRepublic, 80% of companies did not have a remote access plan in place prior to the pandemic. In the wake of COVID-19, digital transformation has gone into overdrive as businesses find ways to connect digitally and operate remotely. Business are modernizing and moving away from outdated models and towards digital platforms that not only enhance company culture, but also shed costs and improve efficiencies.

While the exact way to approach a digital transformation looks different across each organization, one thing is for certain — technology is a major driver and remote access is an important component.

As the developers of the industry's most robust connection management platform, our team at Leostream has a unique perspective and a very clear mission when it comes to supporting remote access in a digital transformation. We believe you should be able to use whatever hosting platform, operating system, and display protocol

you may need, and we designed our solution so it can adapt to changing times and technology. Our premier vendor-agnostic remote access platform can be tailored to connect users to a host of IT assets from any device.

### Key themes for remote access and digital transformation

With over 15 years of experience, our company has proudly supported leading organizations in every major vertical deliver remote access. Known for its software that can simplify management of and access to even the most complex IT environments, Leostream has been at the forefront of digital transformations in the technology arena for enabling remote access. Every deployment has its own nuances, but several themes have been consistent regardless of the industry and company size. As your organization invests in digital, the more you need to consider cloud adoption, business continuity, collaboration, security, and hybrid models. Let's explore how these pertain to a remote access solution.

### What is digital transformation?

Digital transformation is the adoption of digital technology to improve services or businesses. The process involves replacing manual processes with those that are digital or upgrading dated digital technology with newer models.

## Cloud adoption

Cloud adoption is an integral part of most digital transformations. A move to the cloud turns capital expenses into operating expenses and allows for flexibility to expand when extra capacity is needed or contract on demand. Cloud resources are inherently remote, even when accessed from the office, but a remote access solution is often required to utilize them efficiently and securely.

## Business continuity

Remote access isn't about allowing everyone to work from home; it's about allowing everyone to keep working – period – no matter where they are or what they need access to. There are ways to remotely connect users to the resources they need in your datacenter, in the public cloud, or both, without investing in costly full-stack VDI licenses or reinventing the wheel. At Leostream, we are big advocates of repurposing and utilizing technology investments that have already been made in order to enable remote access.

## Collaboration

Cornerstone to a successful digital transformation program is finding avenues to enhance collaboration and explore ways to collaborate with new and exciting channels online. In the world of remote access, this includes the ability to share virtual sessions and have more than one user securely access a hosted desktop machine.

## Security

Zero Trust is a security model that centers on ensuring you know exactly who is tapping into your network and resources at any time. This concept goes hand in hand with a digital transformation and focuses on the idea that any user should be authenticated whether they are doing so from inside the network or remotely. For security purposes, it is imperative to control and monitor those accessing company resources.

## Hybrid models

Environments are getting more and more complicated as organizations look to combine and pull together technologies to support a digital transformation. In the past, hybrid models applied to on-premises versus cloud. In the context of remote access, it's often used as an umbrella term for flexible environments that support a mix of technologies or a variety of locations where users are based.

## The value in a vendor neutral solution

One of the biggest pain points for IT administrators undergoing a digital transformation is the time-consuming process of managing and consolidating disparate systems. As a vendor

neutral platform, our vision is to bring together whatever array of technology already in place to ensure "remote access to anything, from anywhere, for anyone".

Our software is deployed to manage user-to-resource assignments and connections from wherever users roam. Through a modern, web-based UI, Leostream provides a centralized hub for all of your remote resources. From our positioning as a vendor agnostic software vendor, we provide the flexibility needed to evolve as you progress through the digital transformation journey. With Leostream, you can future proof your environment by trying out new technologies and continuing to leverage what you already have - from VDI, HCI, hosted applications, clouds, virtual workstations, physical workstations, thin clients, zero clients, the list goes on.

## The 5 Pillars of Remote Access and your Digital Transformation Plan

Planning is an effective way of strategically prioritizing the needs of your remote access solution as part of your digital transformation. Our customers who see the most success with remote access have a holistic approach that includes the following five pillars:

1. Supports easy migrations between platforms
2. Assists with managing cloud costs
3. Promotes anywhere access to anything
4. Secures and control access
5. Fosters collaboration

Throughout the next few pages, we will provide clarity on these initiatives and mention specific features within Leostream that offer an advantage.

### Supports easy migration between platforms

If your backend environment is hybrid or a mix of platforms, you want to be able to move between them in an organized fashion. This process needs to be simple for IT administrators and seamless for end-users. Leostream provides a portal to manage all of these platforms from a single pane. IT teams can scale environments across a variety of virtualization platforms and all of the major cloud options such as AWS, Azure, Google Cloud Platform, and OpenStack. Using "centers" in the Leostream administrative panel, you can define third-party platforms and bridge the gap between on-site infrastructure and the cloud. Once centers have been created you are able to mix and match platforms as appropriate and migrate between them.

### Assist with managing cloud costs

If you are looking at migrating to the cloud, you'll need a way to control costs. To keep cloud costs in check, having a tool to allocate and automate capacity is critical. Leostream facilitates the framework to pool and provision desktops so that plans can be applied at scale to help optimize resources and control costs. For example, once a pool reaches its lower threshold, Leostream can be configured to automatically spin up/provision new desktops on an as-need basis. Plans can also be established to tear desktops down automatically so that you are not paying for unnecessary compute costs.

### **Promotes anywhere access to anything**

VPN solutions can quickly degrade, particularly when you have a larger workforce and significant traffic being tunneled through them. Rather than using VPNs, Leostream offers a gateway to connect users to remote desktops from any device with a web browser, including iOS and Android devices. In many cases, our built-in HTML viewer is adequate for remote workers, but you can also choose from a variety of high performance display protocols to best support your users with graphics intensive workloads. Leostream integrates with a range of display protocols aimed for graphics heavy workloads and 3D rendering, such as Teradici PCoIP, HP ZCentral Remote Boost, NICE DCV and Mechdyne TGX.

### **Secures and controls access**

With regards to security and controlling access, we recommend breaking it down into two parts. The first is as at the login level and primarily addresses how users are authenticated. The second piece of the equation is making sure users have access only to what they need once they have been authenticated.

We start by providing several authentications methods such as multi-factor authentication and Zero Trust models. IT administrators have numerous options for authenticating users into the hosted desktop environment including PingID, Duo, Okta, or any other Identity Provider (IdP) that supports SAML or the RADIUS protocol, Active Directory Authentication, and CAC PIV cards. MFA authentication can also be turned on and off based on the location where the user logs in.

The administrative panel within Leostream features a highly customizable toolset and role-based access controls. Through the use of desktop pools, plans, and policies administrators can specify who has access to what resources and when. These settings are extremely flexible and offer countless options to satisfy a host of use cases.

### **Fosters collaboration**

Collaboration is getting a big push in digital transformation, which is why having a remote access tool with collaboration features embedded is certainly a bonus. Through an "invite" feature in Leostream, users with the appropriate privileges can invite multiple people to review projects on one machine. This capability is incredibly useful for remote workers, especially those in fields where large files and renderings can be cumbersome to share — which is often the case for engineers, artists, video developers, animators, etc.

### **Next Steps**

Integrating remote access capabilities is often a fundamental part of an organization's digital transformation. Realizing the true benefits of your remote access program can hinge on a solution that is well established and flexible enough to support your initiatives long-term.

Whether your organization is in the early stages of developing a plan around remote access or trying to overcome a specific challenge, contact us for guidance. The Leostream™ Platform is available as a free trial and our team is able to assist you in developing a solution that works for you.

### **About Leostream**

Leostream is a vendor agnostic platform providing a comprehensive and scalable solution for organizations to securely deliver and manage remote access to physical and virtual machines hosted on-premises and in cloud environments. For inquiries or to request a free trial of the Leostream Platform, contact: [sales@leostream.com](mailto:sales@leostream.com)