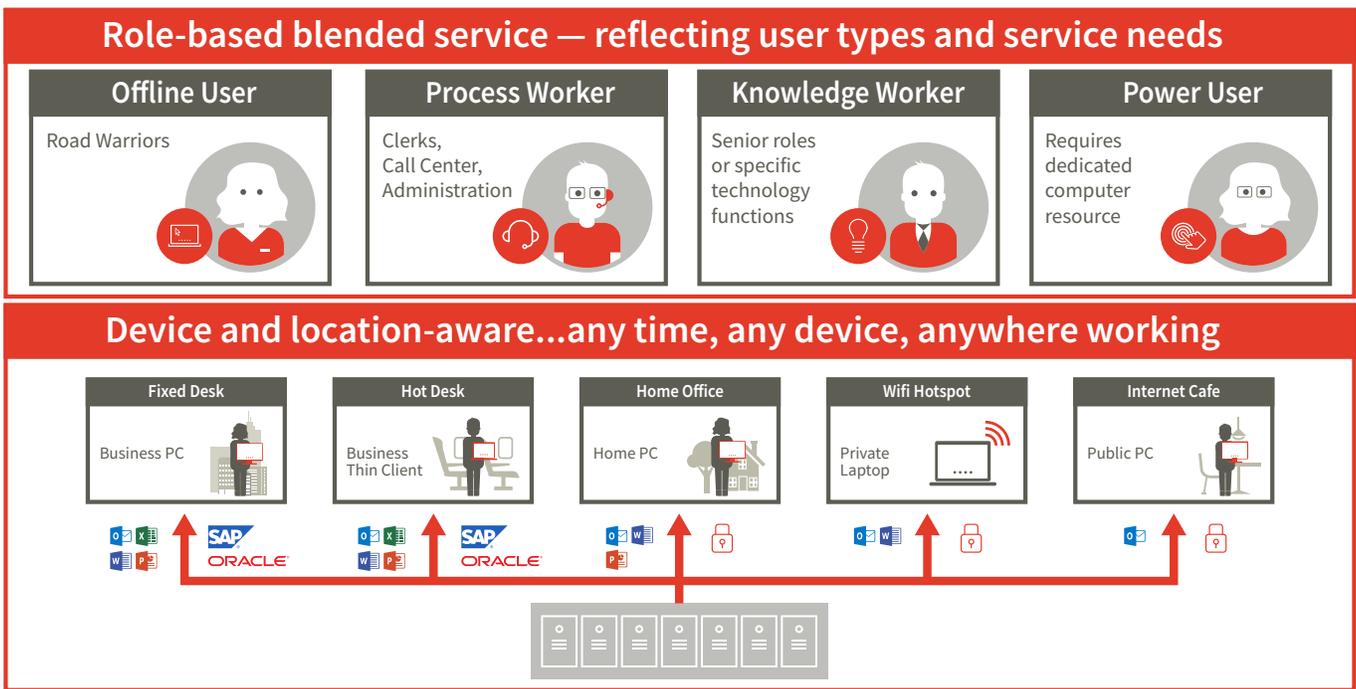# RES

TECH ALLIANCE PROGRAM
PARTNER FOCUS

RES + FUJITSU
Simplify Virtual Infrastructure Management

Fujitsu is a leading IT services provider offering Virtual Client Services (VCS)to help organizations transform their virtual workplace. To help manage the complexity of architecting, deploying and maintaining a virtual infrastructure, Fujitsu provides users with secure access to shared desktop applications anytime, anywhere and from any device. With RES as a component of VCS, Fujitsu can deliver dynamic and secure digital workspaces, empowering end users through self service and automated service provisioning, all while reducing cost and improving the user experience. Apps are dynamically made available based on the identity of the user, the user's location and device type.

Role-based blended service — reflecting user types and service needs

Offline User	Process Worker	Knowledge Worker	Power User
Road Warriors	Clerks, Call Center, Administration	Senior roles or specific technology functions	Requires dedicated computer resource

Device and location-aware...any time, any device, anywhere working

Fixed Desk	Hot Desk	Home Office	Wifi Hotspot	Internet Cafe
Business PC	Business Thin Client	Home PC	Private Laptop	Public PC

ENHANCED DESKTOP MANAGEMENT

Today's increasingly complex virtual infrastructure has become difficult to manage. Organizations struggle to keep up with business demands and satisfy end user desires for fast, seamless delivery of services. IT Management is faced with budget restraints, rising security threats, and an evolving mobile workforce.

RES enables Fujitsu VCS to be a comprehensive desktop and app virtualization solution, delivering a dynamic and secure digital workspace to VCS users. Using the extensive context-aware ruleset from RES, Fujitsu can allocate unique security policies and configuration settings. As users change roles or join project teams, the apps, services and security settings for the user are dynamically updated, allowing the user to take advantage of new resources quickly and more productively.

BUSINESS VALUE CHECKLIST

Use Fujitsu solutions featuring RES to automate and simplify:

✓ Workspace management

✓ Provisioning of apps and resources

✓ User self service

✓ Adaptive, context-aware security controls

RES

AUTOMATED PROVISIONING & SELF SERVICE

Provisioning and deprovisioning activities must be automated to ensure consistency. The VCS portal is powered by RES to help deliver services and apps to end users based on their identity within the organization. As user responsibilities change, old resources are returned and newly required resources are delivered. As resources and apps are distributed, the VCS desktop is updated to reflect the changes immediately. RES provides a robust platform to automate the delivery of IT services.

A dynamic self-service portal provides a user-friendly interface where VCS users can request apps, hardware, cloud services and more. RES can also be leveraged to request and provision VCS resources, including the workflow, qualification and automation engine to provision these resources, including any need for approvals. Using self service, users can request additional memory, processors, storage, etc. With the combination of self service and automation, the request can be executed immediately, triggering RES automation to complete the required changes, with no human interaction.

ADAPTIVE SECURITY CONTROLS AND POLICY ENFORCEMENT

Often enforcing security policies can be a challenge for today's organization. Whether it is managing privileges based on individual apps or maintaining controls for governance, IT must have the ability to adjust access based on context and ensure policies are being adequately enforced.

With RES, the VCS solution can make apps available in several ways based on context rules. Access can be granted or restricted based on the user's context (location, device, etc.), providing a dynamic user experience. The RES platform allows users to request access to new apps and an approval process can be added to dynamic, automated workflows. Apps can also be delivered for a specific period of time (eg. Visio for 7 days); once the period expires, the return is triggered automatically, ensuring license compliance.

RES AND FUJITSU BRING BUSINESS VALUE

- **Enhanced user experience** — The digital workspace provides a consistent user experience across devices, based on an extensive context ruleset. Self service enables end users, allowing resources to be delivered in a completely automated solution.

- **Lower IT costs** — The VCS solution can help organizations greatly reduce cost, as customers only pay for resource consumption. By enabling self service, there is a reduction in support calls, resulting in additional cost savings.

- **Context-aware security controls** — Centrally manage a scalable number of context-aware digital workspaces, automatically adapting access based on employee's context.

MAXIMIZE YOUR INVESTMENT

RES offers many solutions that support and maximize the value of Fujitsu VCS. Get maximized value from the RES ONE Enterprise, or leverage solutions independently:

RES ONE Workspace	Provides a secure, context-aware digital workspace to the end users. Users have access to resources employees need, when they need them.
RES ONE Automation	Enables the automation of tasks beyond a typical app store. It enables IT professionals to deliver any set of changes to the environment, whether physical, virtual or web-based, and automates provisioning of IT resources, all from a single console.
RES ONE Identity Director	Delivers services and access to users proactively, based on their identity attributes and through self service. Provide resources to onboard and offboard employees, deliver apps or virtually anything the user would typically call the support desk for.

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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