

Highlights from a recent webcast *Managing Macs and Mobile Devices in the Enterprise*

IT CHALLENGE: ENABLE WORKER PRODUCTIVITY BY MANAGING THE PROLIFERATION OF MACS AND MOBILE DEVICES IN THE WORKPLACE

Forrester Research is exploring the new device landscape and its impact on employee work styles and the shift in IT strategy to technology enablement and worker engagement.

Use of Macs, iPads, iPhones and Android-based mobile devices are proliferating among workers. Some of these devices are purchased by the organization while others are owned by employees, who believe the latest mobile technology helps them do their job better and enhances their personal career goals.

Productivity gains and enhanced employee morale are two of the benefits organizations derive from embracing this technology revolution. For these reasons, IT departments need to support the diversity of devices brought into the workplace by employees. To do that, IT must have best of breed management tools to cover the diversity of devices, Forrester advises.

The Challenge for IT

To successfully manage the diversity of devices and create conditions enabling people to do their best work, Forrester advises IT departments to:

- Consider it their job to facilitate people being able to get things done.

- Focus on providing worker enablement through enhanced management of Macs and mobile devices because your organization's most motivated and engaged employees are likely to prefer owning and controlling their own hardware.

- Help employees to select the tools that give them the sense of autonomy they need in their work environment.

- Provide enhanced and timely self-service access to networks, applications, data and other resources they need to be fully productive by reducing distractions such as multiple log-ins.

This focus allows IT to contribute to the end users' experience in ways that are differentiators in high-performance companies.

The IT Shift to a Device Enablement Strategy

The move to device diversity started as "an employee-led revolution" but now IT professionals are moving to help facilitate it.

IT departments are moving from a monolithic device and OS strategy to a

multiOS and device enablement strategy that includes:

- Moving away from the old manual and bureaucratic software request and delivery processes

- Implementing support for on-demand software from internal and external app stores

- Providing enhanced access to systems from employee owned devices outside corporate offices

Remote access is increasingly important because a growing number of users are working offsite. With mobile devices, workers can do their job from home, airport terminals, as well as on trains, buses and subways.

Centrify provides the solution

For IT departments transitioning from a Windows PC end user environment to the new world that requires managing Macs and other non-Windows devices, Centrify provides a solution covering identity, device and app management.

Centrify integrates mobile and identity management through a comprehensive solution. Customers

Customers can leverage the Centrify Identity Service to automate the entire app lifecycle.

can leverage the Centrify Identity Service, Mac Edition to automate the entire app lifecycle, bring large numbers of authorized mobile devices under management, and secure access to enterprise social media and shared accounts.

Centrify Identity Service, Mac Edition Provides 6 Key Capabilities

Identity Service, Mac Edition gives IT departments six key capabilities managing the integration of Macs and mobile devices into the corporate environment.

Identity Management: Centrify provides IT with a single consolidated identity to manage employees' Macs and all other non-Windows devices in the same manner they are managing their Windows environment. The Centrify solution provides a single admin console to manage all users regardless of device. No more silos of identity needed. As a complement to its proven, agent-based approach for Group Policy management, Centrify includes a cloud-based option for enforcing policy on Macs that are remote or not connected to the corporate network.

Group Policy Management: Centrify provides more than 350 out-of-the-box group policies that can be handled with a familiar management console for IT admins using some of the Active Directory tools already in daily use. In addition to the deep

support for Group Policy, Centrify Identity Service, Mac Edition further enhances security by providing the ability to centrally manage networks, certificates, and privileges.

Mac Application Management: With Identity Service, Mac Edition, IT can distribute third party and in-house OS X apps based on an individual user's role. This is done "silently" as soon as a user enrolls their Mac or when the user is added to a role in which the applications are assigned.

Integrated Mobile Management: To provide true identity management, it is important to include all employees who are accessing information on mobile devices so security is maintained.

Smart Card Support: This feature is widely used by government and some enterprises to support CAC and PIV cards.

Centrify Provides Comprehensive Security

Consolidated identity management allows IT to join the Mac stack to Active Directory to assure that users logging into Macs are using corporate credentials. This makes it easier for users to maintain their work flow and maintains a secure environment. With Centrify's hybrid identity management model, IT departments that are standardized on Active Directory can extend group policies to Macs.

Cloud integration with Active Directory provides remote group policy management with continuous security enforcement for users working remotely on Macs and mobile devices.

Heterogeneous device management solution is a single architecture for cross-platform identity access for Macs, data centers, cloud implementations and mobile devices. This is a widely deployed solution with thousands of customers and millions of Macs and is supported by Active Directory integration experts.

IT Must Lead the Revolution

The shift in IT strategy to support device diversity is happening in most organizations already, according to Forrester. The challenge for IT is to figure out what type of support capabilities are needed from a management and access perspective to allow Macs and mobile device users to be full citizens. This can be accomplished by embracing a comprehensive, best-of-breed solution.

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