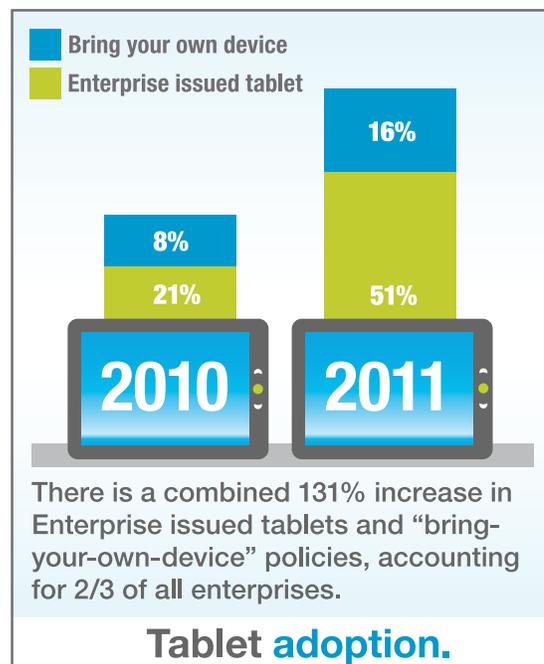


The Enterprise Tablet: Keys to Ensuring Productivity and Security

Celebrated for their convenience, portability, and entertainment, tablet computers have become a favorite among consumers—and they are rapidly finding a place inside the enterprise as well.

Companies are always interested in improving productivity through new technology, especially when the technology is as highly functional, appealing, and easy to use as tablet computers have become. While tablet computers offer organizations a wide range of benefits—from affordability to familiarity—deploying tablets across an enterprise successfully requires careful planning to balance functionality requirements with the need to keep devices and data safe.



Tablets in the Enterprise Today

IDC predicts huge growth in the tablet market, estimating sales will reach 117.1 million units in 2012, 165.9 million units by 2013, and 261.4 million units by 2016. The Apple iPad currently dominates the market and will remain the primary driver of tablet sales,

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“Demand for media tablets remains robust, and we see an increasing interest in the category from the commercial side.”

—Tom Mainelli,
Research Director,
IDC Mobile
Connected Devices

though IDC projects that new Android and Windows 8 tablets will carve out substantial niches as well, especially in the growing enterprise market.

Mobile workers as well as office-based employees have been quick to adopt tablets. For both groups, tablets can increase productivity and make work easier and more enjoyable, especially in the following areas:

- **Presentations**—Field sales and marketing employees, frequently on the road and communicating with external parties, can easily present product information from a tablet. The tablets themselves are an elegant and impressive platform for displaying information, and it’s also easy to hook up to a video graphics array (VGA) adapter to project presentations directly from a tablet.
- **Mobile business functions**—Tablets are a lightweight, easy-to-use tool for fast and mobile order taking, inventory updating, and payment generation.
- **Paper replacement**—Tablets can replace paper for agendas and handouts at corporate meetings and events.
- **Mobile workforce productivity**—Offering more functionality than a smartphone in a lighter and in a more portable form than a laptop, tablets let employees work remotely, keep up with email, report expenses, and take advantage of Internet access, wherever they are.

A Tale of Two Markets

Tablet computer users fall into two distinct markets: consumer and enterprise. In the consumer market—the first to take off—the tablet is essentially an entertainment platform used to browse the Internet, play games and music, share pictures, read books, and check email. The Apple iPad dominates the consumer market and, not surprisingly, is optimized for typical consumer use.

The growing enterprise market presents new requirements for tablets, including manageability and usability in a wide range of business settings, as well as functionality and access to work-focused applications. In this regard, the Apple iPad will get serious competition from new Microsoft Windows 8 Pro tablets.

In all likelihood, your IT department already supports a high percentage of Windows desktop and laptop machines, and if you’re planning to upgrade to Windows 8, you’re in the majority: 53 percent of companies with 500 or more employees plan to upgrade to Windows 8, according to a recent study by *InformationWeek*¹.

For such enterprises, the Windows 8 tablet will not be a new device needing a whole new set of software and support resources. Instead, IT departments will view it simply as a replacement for, or adjunct to, the desktop or laptop computer, using licenses that IT would have paid for anyway. Being able to use the Windows 8 OS as a single platform for desktop, laptop, and mobile devices, including the tablet, is a major selling point for Windows-based IT organizations and should pave the way for even faster adoption of tablets in the enterprise.



¹ “*InformationWeek Windows 8 Survey*,” *InformationWeek*, September 24, 2012.

Spotlight on Windows 8

Platform Spotlight: Windows 8 Tablets Built for the Enterprise

A typical Windows 8 “laptop” includes many familiar productivity applications—including Microsoft Office—and because of the Windows operating system, Windows-based organizations may find it more functional and secure than other tablet options.

- **Power**—A Windows 8 Pro tablet has processing power roughly equivalent to that of a desktop computer and supports an external keyboard and monitor, making it an easy and logical upgrade for legacy desktops and laptops. Especially important for employees in the field, a Windows 8 Pro tablet can act as a PC equivalent, running professional-grade programs such as Adobe Photoshop and Autodesk’s AutoCAD, as well as desktop Windows applications, in a mobile, easy-to-carry format.
- **Value**—The Windows 8 Pro tablet is priced comparably to the Apple iPad and other competitors, but it comes preloaded with Microsoft Office.
- **Familiarity**—Windows 8 is designed to look and work similarly on tablets and computers, giving users the benefit of familiarity when transitioning between the two. Hardware and software rules are both established by Microsoft, so users have a consistent experience across all Windows 8 tablets.

Three Recommendations for a Successful, Secure Tablet Deployment

Before your organization makes the move to harness the productivity of tablets, you should clearly identify your business goals and usage scenarios and from there, establish parameters for a secure deployment. As with all mobile devices, tablets require specific controls to protect sensitive data and unauthorized access. Your deployment must balance user requirements and affinity for tablets with the need to safeguard sensitive information, especially in cases of loss, damage, or theft.

The following three recommendations will help you establish the best deployment approach for your organization.

1. Incorporate tablets into your existing organizational device and productivity strategy.

Understanding specifically how mobile devices can increase productivity and job satisfaction in your organization is essential. This includes identifying mobile needs, then developing policies and strategies to meet those needs while safeguarding corporate data. Once you create a complete inventory of behaviors, devices, access points, sharing needs, geographic requirements, and applications currently in use, you can use these findings to identify solutions that best support your business needs.

To achieve this, business units and IT should work together to define use cases and create applications that enable mobile workers to be as productive as possible. For example, a business manager might identify dashboards or data-collection needs that IT could then help create and execute. This process would include a thorough discussion of open-ended questions such as, “What mobile functionality would make the organization more successful, enhance key business processes, and drive better support?” With a clear plan for how the tablets could be used to benefit your organization, you can then incorporate tablets into your overall strategy for device use and productivity.

Spotlight on Health Care

Industry Spotlight: Tablets in Health Care

In clinics, doctors' offices, hospitals, and laboratories, tablets mean mobility. Medical professionals can now have data at their fingertips while seeing patients, immediately recording vital statistics and synchronizing records. In the health care industry, tablets are particularly effective in four key areas:

- **Patient monitoring and data collection**—Medical workers can use Bluetooth- and wifi-enabled sensor devices and interfaces for patient monitoring. Medical instruments can be set to automatically transmit information to associated tablets in their vicinity.
- **Dashboard and reports**—Medical and clerical workers can access data on patients, prescriptions, and diagnostics as well as legal, financial, and operational information.
- **Appointment scheduling**—Functions include doctor and nurse visits, laboratory tests, reminders, and rescheduling and cancellations, as well as delegation of appointments across medical personnel.
- **Prescriptions, authorizations, refills, patient-drug interactions, and dosage management**—Fast and timely approval of prescription refills and authorizations greatly affect a patient's health. Doctors using smartphones and tablets can cut approval time for requests from pharmacies and patients by up to 90 percent.

2. Focus on data policy management.

Keeping your corporate data secure and safe on mobile devices is a top priority. Your chosen solutions should be flexible, compatible with your existing architecture, and able to accommodate multiple user groups. Some users will require data retention policies that are enforced more frequently than others, so you need to be able to customize data retention and backup to fit each group. Your data policy and solutions should also let you adjust endpoint support to fit everything from smartphones to laptops to tablets.

At a minimum, your mobile data management strategy should include these features:

- **User authentication at the device level**—Password-protected login to access company applications and data.
- **Audit trails**—Reporting and audit trails that include central identification and control of users, devices, and data access at a minimum.
- **Remote lock and wipe**—The ability to remotely disable mobile devices so no one can use them and to remotely wipe data from devices.
- **Data encryption**—Sensitive business data should always be encrypted. This becomes particularly important if the loss of a mobile device is not immediately discovered or reported.
- **Data control**—If a user does not log into the network within a certain amount of time, you should be able to set the device to automatically delete sensitive data or block access to corporate email.
- **Automated cloud backup**—These capabilities should at a minimum include automated policy updates and deployments, robust redundancies, data center security levels, scalability, and data retrieval from the cloud.
- **Automated data protection**—A good risk management strategy requires that data be synchronized and retained by the organization in accordance with compliance measures that minimize risk.

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For data to remain secure, your organization must be able to identify unique devices and authorized users before allowing file access. Such action should be traceable and auditable to provide corporate safeguards. Access control is another important consideration and should include physical, network, port, and file-type access as well as sharing privileges. You should be able to fine-tune appropriate access for all user types, from the executive suite to the mobile sales rep. You may also want to enforce additional access restrictions by file type—for example, presentations versus financial data, departmental need, and data type.

Spotlight on Manufacturing

Industry Spotlight: Tablets in Manufacturing

Tablets have entered the manufacturing industry through two major channels: management and operations. Tablets allow factory managers to keep tabs on assets, labor, inventory, and processes at the swipe of a finger, while workers can streamline day-to-day operations by tracking machinery and inventory from the shop floor.

While the PC has helped automate many factory environments, the tablet frees up workers to exercise greater independence and mobility. A variety of mobile devices and industry-specific applications are used to monitor factory productivity and efficiency, reference myriad production documents, and communicate with offsite colleagues and suppliers.

If employees use their tablets for both business and personal functions, you'll need security management tools that designate applications and data on the devices that are business related and under the control of IT. This is especially critical when decommissioning devices—for instance, when an employee leaves the company. Remote data-wipe tools can selectively remove business-related applications and data without affecting personal functionality.

3. Deploy securely and with ease.

Like all mobile devices, tablets are particularly susceptible to loss, theft, and damage. To make them safe to use inside the company and in the field, it's important to carefully consider how to secure and provision all mobile devices under your control.

Before deploying new tablets, install applications that ensure immediate data compliance, including backup and security software. Also make sure that each tablet is loaded with the correct applications and that all applications are compatible with current backup and recovery solutions.

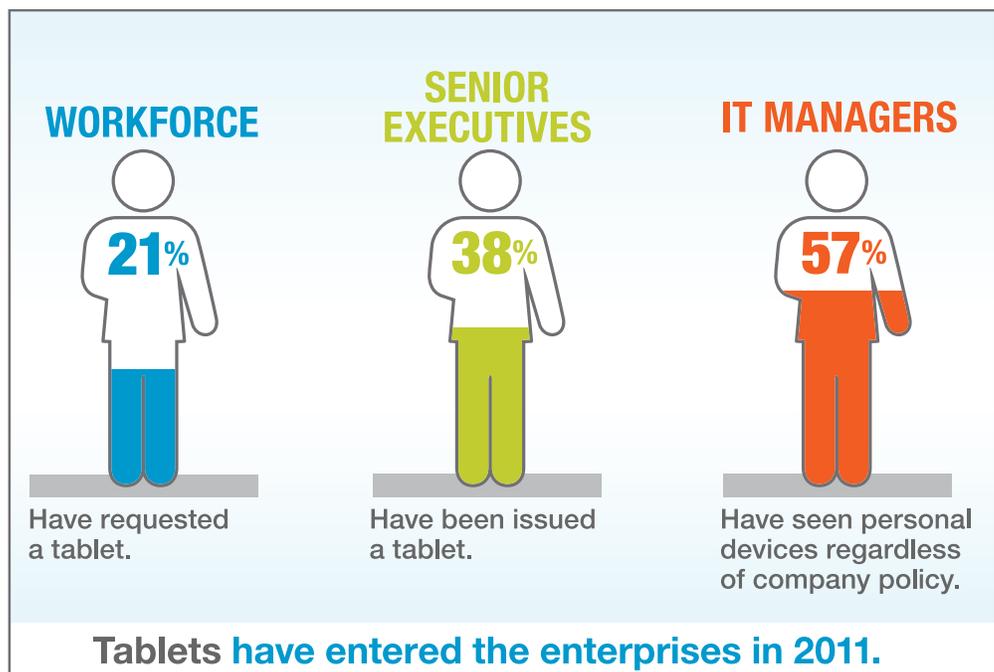
If you need to install new applications, look for solutions that can be installed automatically with little or no user interaction. Silent installations are reliable and allow for rapid deployment and a favorable user experience.

Other aspects of device initialization to consider: segregating business and personal functions, installing antivirus software, provisioning each tablet with a basic set of business applications, provisioning required data access permissions and software, configuring corporate email, setting up password protection, and backup and recovery.

All of these steps can be performed remotely using over-the-air controls. Installing and deploying a tablet with all elements of security fully enabled is far easier and more secure than having employees install them on their own.

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Control Mobile Devices and Data Enterprisewide

The tablet as a business tool, especially when it's running the Windows 8 operating system, has become a very appealing option for users, IT, and management across industries. You can now offer these valuable enterprise-ready productivity tools for your organization, while minimizing the cost of support, infrastructure, and integration.

EVault® Endpoint Protection provides an all-in-one backup, recovery, and data security solution designed to help you secure tablets, maintain regulatory compliance, and safeguard corporate data across your mobile workforce. Plus, it's already integrated with Microsoft's Azure cloud. With automated backup to the EVault/Azure cloud or your own hosted site, granular policy management and access controls, and the ability to search for and retrieve data from any mobile device, EVault Endpoint Protection makes data protection for Windows 8 tablets easy for your users and safe for your enterprise.

Take the Next Step

We can get you started with an EVault data protection assessment that reviews your mobility infrastructure and recovery plans.

To learn more about how EVault can help you deploy tablet computers successfully and securely, call us at 1.877.901.DATA (3282), email us at concierge@evault.com, or visit us at www.evault.com.



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2012.11.0006_WP (updated 11/17/2012)