



Delivering the Unified Workspace

Automate: Deliver: Manage

October 2017
Peter von Oven
End User Computing SME

Table of contents

Executive summary	3
Introduction	5
Delivering the Workspace of the Future	6
Applications: Launch, Connect, or Install	6
Accelerated and Simplified End User On-Boarding	7
User Defined; IT Managed	7
Connecting to the bigger, wider world of applications and services	7
Identify and Authorize: Accessing the Liquit Workspace	8
Liquit Workspace as a Service: Delivering Multi-Tenanted Workspaces	8
Consumer-Style Application Catalog	9
Automating the delivery of the user experience	9
Managing the User Environment	10
Keeping the Workspace Up to Date with Setup and Patch Management	10
What's Next? Test Drive the Liquit Workspace Today	11
The Company: About Liquit	11

Executive Summary

How many Smartphones, tablets, or other connected devices do you own? It is estimated that within the next three years the average person will own around four connected devices, with 70% of users already accessing the Internet with multiple devices¹.

The question is, why so many devices? You can only use one at a time. Well the reason is simple. End users will use the most appropriate device depending on what they are doing, and where they are doing it from. Maybe they have a corporately owned laptop for business when in the office, a personal laptop or tablet for home use, and then maybe both a corporately owned, and personally owned Smartphone type device when travelling.

In recent years there has been a significant increase in the number of remote, or home working policies introduced by employers, and for good reason. It has been shown that employees are more productive when they are working remotely, and outside of the office environment². Similarly, that applies to those in education, where the learning experience can be extended beyond the classroom environment. That also means that these users are using one of their four connected devices to access a private cloud for their corporate systems, a public cloud for particular software as a service based data and applications, and finally a personal cloud for sharing files, data, and other content.

On the subject of applications, a typical organization could potentially have several hundreds of cloud-based applications³, in addition to those delivered locally, of which a high percentage are likely to be legacy applications.

While some of these cloud-based applications will have been delivered by the IT department, the majority will have not been, and instead will have been delivered via "shadow IT", where the user procures their own applications. In a recent Skyhigh cloud usage report, "71.3 percent of all cloud services at use are enterprise-focused and 28.7 percent are consumer ones"⁴. That presents more problems for the IT department to solve, but first they need to understand why? It could be that the applications the user needs access to cannot be delivered to the device they are using. Or the application doesn't deliver an intuitive user experience, so the user finds one that does.

Switching back to the device conversation, this too is having an impact on how users work. New Smartphone devices are seemingly being launched on a weekly basis, with each one trying to leap from the other when it comes to features and functionality. Even the once top selling Mac Books are being outsold by devices such as Chrome Books⁵. But how can these devices be managed when it comes to delivering the right user experience, and what about the application? After all, that's why you use the device in the first place.

The obvious choice when it comes to managing devices is to deploy a mobile device management solution, or MDM. But this comes with its own pitfalls. As highlighted, the pace of new devices coming to market is a struggle for these type of management solutions to keep pace with, and secondly, if you were using your own personal device, would you really want somebody else managing how you use it?

Enterprise Mobility Management solutions go some way in resolving these issues by incorporating an element of MDM, as well as Mobile Application Management (MAM), and even Mobile Information Management (MIM). However, they do not deliver a complete or comprehensive solution, and often they all overlap, and are complex in their deployment and management. What is required is a comprehensive, and combined solution that can truly deliver the user experience on any device, and more importantly making it simple for users and IT alike.

¹ <https://www.go-gulf.ae/blog/multi-device-content-consumption/>

² <https://remote.co/10-stats-about-remote-work/>

³ <http://www.zdnet.com/article/cloud-apps-just-how-many-does-your-firm-use-now-guess-again/>

⁴ <https://www.skyhighnetworks.com/cloud-security-blog/12-must-know-statistics-on-cloud-usage-in-the-enterprise/>

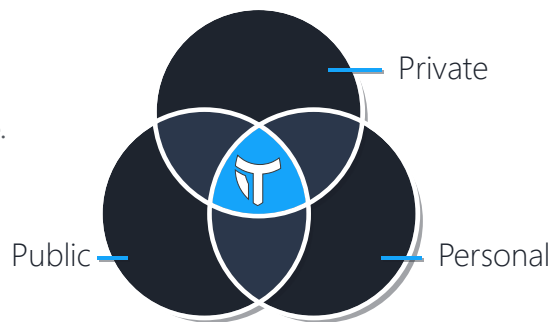
⁵ <https://www.theverge.com/2016/5/19/11711714/chromebooks-outsold-macs-us-idc-figures>

Introduction

In a recent Gartner report, entitled “Moving Beyond EMM to Unified Workspaces and the Contextual Fabric”⁶, Gartner have adopted the terminology **Unified Workspace** and **Aggregated Workspace** to describe the next generation of how to deliver the end user experience, by reducing the complexity, and therefore increasing productivity for both end users and IT departments alike.

As its foundation, Liquit Workspace takes the Unified or Aggregated Workspace to the next level, bringing together **private**, **public**, and **personal** cloud environments, and presenting them to the end users in a single unified workspace.

As well as giving users that familiar look and feel of a consumer-style catalog, presenting them with the applications they need, Liquit can fully automate the delivery and management of these applications, regardless of whether they are cloud-based, published applications, locally installed applications, or even installing the application on demand! Better still it does this with a single comprehensive solution removing the need for multiple point-product solutions.



For the IT department this may sound like putting the users in control, however, with Liquit they need not worry. Applications are delivered on a contextual basis, meaning applications are delivered based on policy, policy that is set and managed by IT for those sensitive corporate applications and services. Yet as the solution goes beyond EMM and MAM, there is no device management required, allowing users to use any device they choose, and not having to worry about IT controlling their personal device. It's Consumer Experience meets Corporate Management, the best of both worlds for all, and easily deployed either on-premises, or as a cloud service.

Liquit Workspace enables:

- ✓ **Delivery of the Workspace of the future.** Allows end users to launch their applications from a single web-based portal, giving them the same user experience regardless of the end point device.
- ✓ **Consumer-Style application catalog.** Users are not only able to request access to new applications, but they can also customize the catalog giving them their own personalized user experience.
- ✓ **Automating the delivery of the user experience.** Workspace delivery becomes an automated process, allowing delivery at scale, and based on user policies to deliver the appropriate workspace experience.
- ✓ **Setup and Patch Management of Applications.** Automatic update of existing Workspace applications.

⁶ <https://www.gartner.com/doc/3597424/moving-emm-unified-workspaces-contextual>

Delivering the Workspace of the Future

As the Workspace will be the first thing an end user will see and interact with, it's important to get it right. The end user interface can be likened to telling a joke. If you have to explain it to somebody then it's not very good!

Applications: Launch, Connect, or Install

The Liquit Workspace provides end users with a clean and simple view of all their applications. Application icons are displayed on a web portal with a customizable background that can also be branded with a company logo.

End users can further enhance their experience with the ability to resize icons, and add applications from the catalog, or request access to new applications.



Launching an application is simply a case of double clicking on the appropriate icon in the **Liquit Workspace Launcher**, and the application will launch. The Launcher, as well as allowing the end user to customize their workspace, also allows applications to be categorized making it easier and quicker for the end users to find the applications they need.

What makes Liquit so powerful is its ability to launch and manage the wide and varied number of applications and services available to end users today, with the big advantage of consolidating these into a single user interface.



Creating these applications is simple too. You simply create a **Package**, which In Liquit terms defines how content is delivered to an end user. A package can be a web application (SaaS), a remote application or desktop, local applications, or even define how an application should be installed onto an end point.

The key point here is that there are no complicated packaging consoles required, although if you already have pre-built App-V or VMware ThinApp packages, then Liquit Workspace can deliver those too.

Accelerated and Simplified End User On-Boarding

Onboarding new users is no longer a painful and time-consuming task with Liquit Workspace. For the end users, simply give them the URL to their Liquit Workspace, and away they go. For the IT department, even the delivery of the Workspace applications can be automated, and at scale too. By defining **Liquit Workspace Collections**, the IT department can effectively design and deliver an end users Workspace containing everything they need, even dynamically, based on contextual filters that define how applications are delivered and installed. Ideal if you want to deliver a Workspace based on an end users group membership, or maybe based on a particular operating system version for example.

User Defined; IT Managed

What if the workspace that is delivered is too generic, and doesn't quite meet the end user requirements? An advanced feature within Liquit is the ability to create a **Liquit Workspace Team**. A team can be created by both the end users, and the IT department. Creating teams is a powerful way of creating unique workspaces to cater for different departments within an organization. Each unique user within a team can perform different roles, whether they are a standard workspace user, a user with the ability to publish applications, or a team moderator.

As this can be managed outside of IT, it gives the users a sense of that consumer style way of working in that they can build their own environments, tailored specifically to suit their teams working environment. That's not always something that IT understands, or can easily cater for.

Connecting to the bigger, wider world of applications and services

With applications, comes platforms. Multiple different platforms all delivering different types of applications and services to the end users. Typically, an organization will have a myriad of applications and platforms. Some legacy, some cloud, and some that fall somewhere in between. How can you bring all of this together under one unified Workspace?

With Liquit Workspace, third-party platforms and services are easily integrated into the Workspace with the **Liquit Workspace Connectors feature**. Connectors allow you to integrate applications from other solutions such as Citrix StoreFront, other Liquit Workspaces, print services, and published desktop and application solutions.

If there is not a connector that's currently available to integrate your platforms then Liquit have a program for that too, with the **Custom Connectors Development Program**.

Identify and Authorize: Accessing the Liquit Workspace

The Liquit Workspace is delivered to an end user based on their policy membership and the device from which they are connecting from, but what login credentials should they use? Does it mean that IT have to maintain a separate database of usernames and passwords, or does an end user have yet another username and password to remember?



Luckily, neither of those apply with Liquit Workspace and the **Identity Source** feature.

Identify Source allows IT to integrate with existing directory solutions and leverage the user information already used today. These directory sources can be Microsoft Active Directory, Azure AD, eDirectory, or even make use of local user credentials. If you need to deliver an even more secured workspace then 2-Factor authentication can be deployed.

Liquit Workspace as a Service: Delivering Multi-Tenanted Workspaces

Many IT departments today act as service providers in their own right, responsible for delivering IT services back to the business. This is particularly true within Public Sector organizations such as Government, Local Government and healthcare where the IT function is abstracted from the individual organizations, centralized, and then tasked with delivering cost-effective services back into each individual organization.

There is also an increasing number of dedicated service provider partners that have been setup with the primary goal of delivering end user services to organizations. If you are an ecosystem partner, cost is paramount, and standing up vast amounts of infrastructure to service each individual customer organization is not a financially viable model. In these use cases, deploying just one set of infrastructures to host multiple organizations workspaces is almost mandatory.

Liquit Workspace Zones delivers fully secure, multi-tenant capabilities, allowing multiple different organizations to not only have their Workspace hosted on the same set of infrastructures, but also provide a single point of management and administration.

Consumer-Style Application Catalog

The big advantage for the end user is that all their applications are made available to them from a single, web-based portal, with the same look and feel, regardless from which device they connect from. It is also regardless of the type of application, and the complication of which application should I use from which device is taken away. All that the user will see is the easily recognizable icon for Microsoft Word, for example, on which they click, and Word launches. Simple! Behind the scenes they have no idea, or need to know how Word is actually being delivered. After all, when you switch on the lights you don't think about where the electricity comes from, or how it was generated.

Liquit is the decision engine in this process, making the user experience much simpler. Taking the previous example of Word, Liquit can deliver Word as a locally installed application, a link to O365, a published application, or it can even install the application locally on the end user's device if need be. It all depends on the policy set by the IT admins, which, by the way, is equally easy to setup and manage. It also allows them to track application usage; ensuring licensing is up to date.

End users have the ability to request new applications from the catalog, which can be integrated into an approvals process, allowing IT to decide not only whether or not the application should be delivered to the end user, but also the best way to deliver it.

Automating the delivery of the user experience

While any workspace solution is designed primarily to enhance the end user experience, you also have to remember that at the end of the day the IT department are also users, it's just they have a different job role to perform. With this in mind then any workspace solution also needs to deliver simplicity in managing the end user environment. This is where **Liquit Workspace Automation** comes into play.

Automation with Liquit can be described under two distinct headings; daily management tasks, and deployment.

Predefined management tasks can be run using the **Liquit Workspace Tasks** feature, allowing automated cleanup of end users workspaces, and ensuring that applications are synchronized with the latest versions being made available from the end user's workspace. All of these tasks can be scheduled to run out of hours so as not to disrupt the end user's productivity.

Another important task is automating the deployment of an end user's workspace using the **Liquit Workspace Deployment** feature, which also links back to the on-boarding process. Creating an automated deployment allows IT to sequence the installation of applications during the imaging process, allowing workspaces to be prepopulated with applications on both physical and virtual devices.

Managing the User Environment

When it comes to delivering the end user experience, it's not just about connecting to, and launching applications and services. You also need to ensure that the end user has all the correct settings applied, as well as having access to the other external services they need. Services such as printing, connecting to external shared folders, or drive mappings, managing registry settings, and user environment variables. All of these services fall under the category of user environment Management, or UEM.

With the **Liquit Workspace Actions** feature, IT are able to manage the user's environment via the 37 different configurable actions, ensuring that the end users have access to printers, mapped drives, and that their environment is delivered with the correct registry settings and environment variables, allowing applications to launch and run as expected.

IT can easily keep track of user logins and the packages being launched by monitoring the **Liquit Info Centre Dashboard** which provides a graphical representation of workspace activity.

Keeping the Workspace Up to Date with Setup and Patch Management

With the workspace deployed, and users logging in and using their workspace, how can IT ensure that the end user applications are current and running the latest patches and updates?

The latest feature, **Liquit Setup & Patch Management**, easily takes care of keeping applications up to date, by allowing you to choose from over 1200 applications from the Setup Store. Liquit Workspace Packages can then automatically update existing packages, as well as manage entitlements and configuring additional settings.

Who is Using Liquit Today?



Carante Groep was looking for a new way to manage their workspace and to provide their users with the applications necessary to work. Liquit was the solution. Simplicity, one 'golden' image and a user-friendly interface save both time and money for the Carante Groep. Liquit is now the workspace management solution for the Carante Groep.

What's Next? Test Drive the Liquit Workspace Today

As the saying goes, "the proof of the pudding is in the eating"! If you are an end user customer looking to simplify end user experience, a value-added partner offering EUC services, or a blogger/industry expert looking to gain an insight into the future of the workspace, and want to see for yourself the value in deploying the Liquit Workspace, then contact the sales team today. We can provide you with instant access to a Liquit Workspace hosted demo, evaluation licenses, or NFR licenses by simply clicking [here](#) and joining the Liquit Workspace Jump Start.

The Company: About Liquit

Founded in 2015 in the Netherlands, Liquit is a software vendor that delivers Enterprise-ready Workspace Management and Enterprise Service Catalog solutions. Liquit bridges the gap between the IT department and the end-users. Liquit Workspace has made accessing corporate IT resources for end-users easier than ever before. We provide IT departments with the tools that enables them to immediately respond to business requirements, enhancing user productivity, and giving an organization a competitive advantage.

Liquit is an industry leading Workspace Management solution that delivers comprehensive lifecycle management capabilities to the IT department and serves as a one-stop shop for the end-users.

For the IT department it will be the central service point to offer its services to end-users. Liquit Workspace is a must-have product for every IT department, since it reduces employee onboarding time, consolidates and simplifies access to corporate resources and drastically reduces helpdesk calls.

Contacting the Liquit Team

Sales: [+31 88 63 83 500](tel:+31886383500)
Email: sales@liquit.com

