

opentext™

eBOOK

# Remote access for the new resilient organization

Employees do work from anywhere  
using any device



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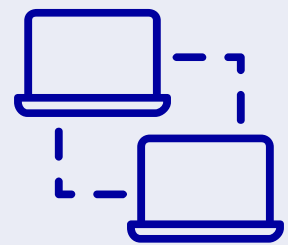


## Leading the way to the next level of remote working IT

Organizations are under constant pressure to improve workflows, reduce cost and deliver products faster than ever. Using remote access and centralized IT infrastructure organizations can make big leaps forward in accelerating time-to-market and at the same time benefits from strong cost reductions.

Remote workers need fast and responsive remote access though they can operate their demanding graphical software solutions remotely. Key to an centralization effort is that remote workers are happy with performance, reliability and collaboration.

IT departments are always looking to reduce work by standardizing user workstations and server software and hardware. Centralized IT is without doubt the best practice for centralized administration and total control of user workstations and software installations.



Exceed TurboX makes remote workers accept working with remote access to their core graphical applications because speed and resilience are superior to any other solution.



Organizations draw major benefits from centralized remote working IT infrastructure. Working cycles are accelerated, and best practice IP protection is implemented. Plus, significant cost reductions through IT consolidation.



IT benefits from centralized remote working because of centralized administration, central updates to operating systems and applications, higher security, central backups, and lower spending.





## Fast remote access for remote workers

Remote workers love their under-desk workstations because they are fast. Remote workers also love to have access to their work from anywhere, from the office, from home, from customer sites, from production sites or hotels.

If remote workers have good performance remote access, then the advantages of remote access outweigh the disadvantage of not having an under-desk workstation by far. Remote workers can work on for example a 3D product design model in the office, suspending their session before driving home. From

home they can re-connect to the same session from say a MAC. Exceed TurboX automatically adapts the screen-size to the screen-size of a device that is resuming a session.

Exceed TurboX offers high performance remote access even when the user is on a different continent than the datacenter hosting his software.

**49% of remote workers want a responsive remote access solution.**

Source: Engineering.com audience survey of remote access to design software



## High availability

**78%** of remote workers say high availability is a most important factor for remote access.

Source: Engineering.com audience survey of remote access to design software

Exceed TurboX includes integrated High Availability (HA). Exceed TurboX can be configured as a highly available server “cluster” for high availability access to remote software with maximum uptime. Exceed TurboX distributes web sessions across ETX Servers in the cluster using a front-end web load balancer. And it supports regional load balancing for users to connect to the closest location.





## Connection stability

With many remote access solutions losing the connection means losing the work. Reconnecting to existing backend sessions is not provided by many solutions. That means with short network outages remote workers lose their work and IT has high maintenance efforts with closing ghost sessions that use resources but cannot be connected to anymore. Exceed TurboX provides full suspend and resume support for session which also works with network outages. After a network outage, users can re-connect to their existing sessions without any problems. Suspended sessions are shown in the browser dashboard and can be launched with a mouse click.

**53% of remote workers are concerned about potential connection instability issues with remote access that may cause lost work.**

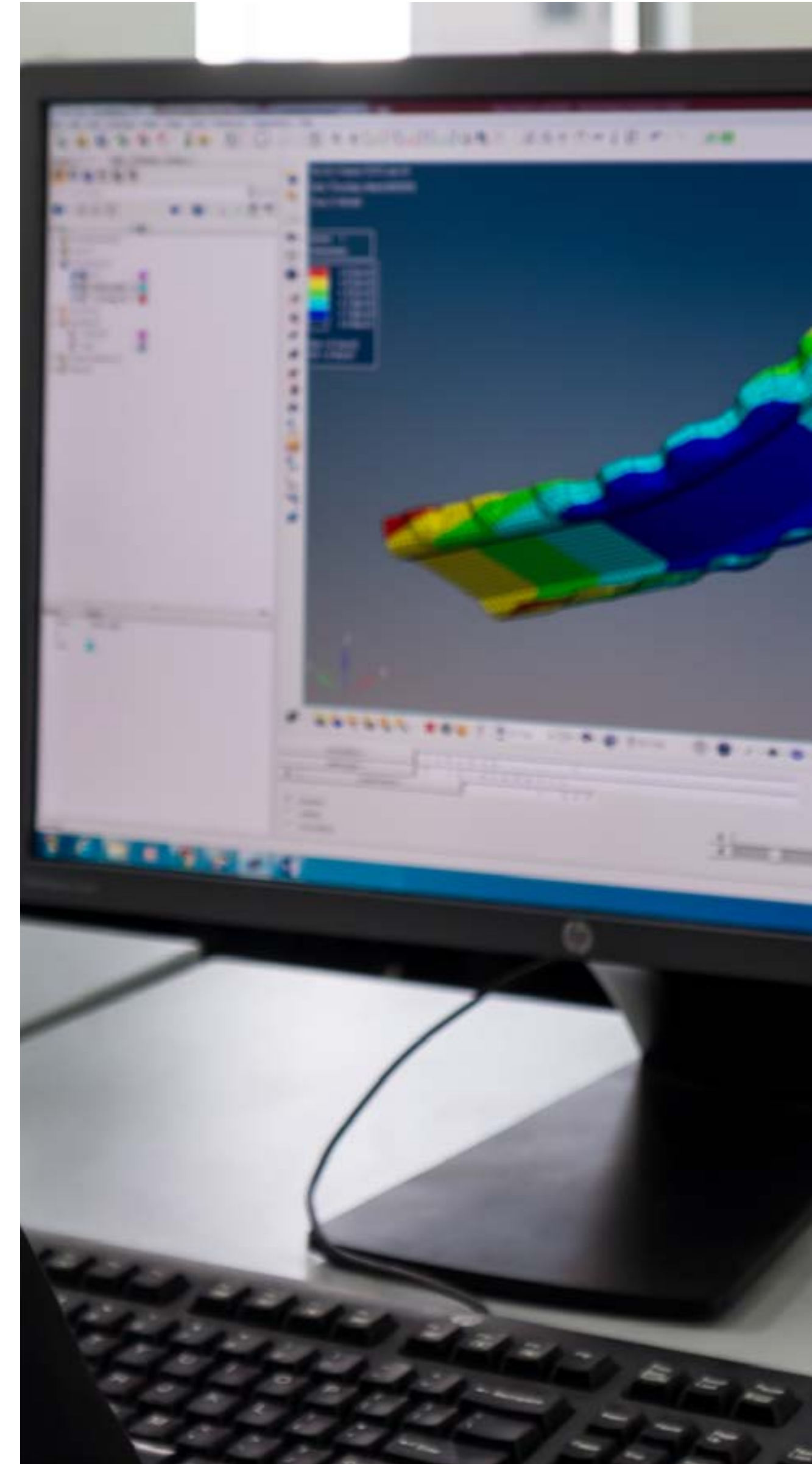
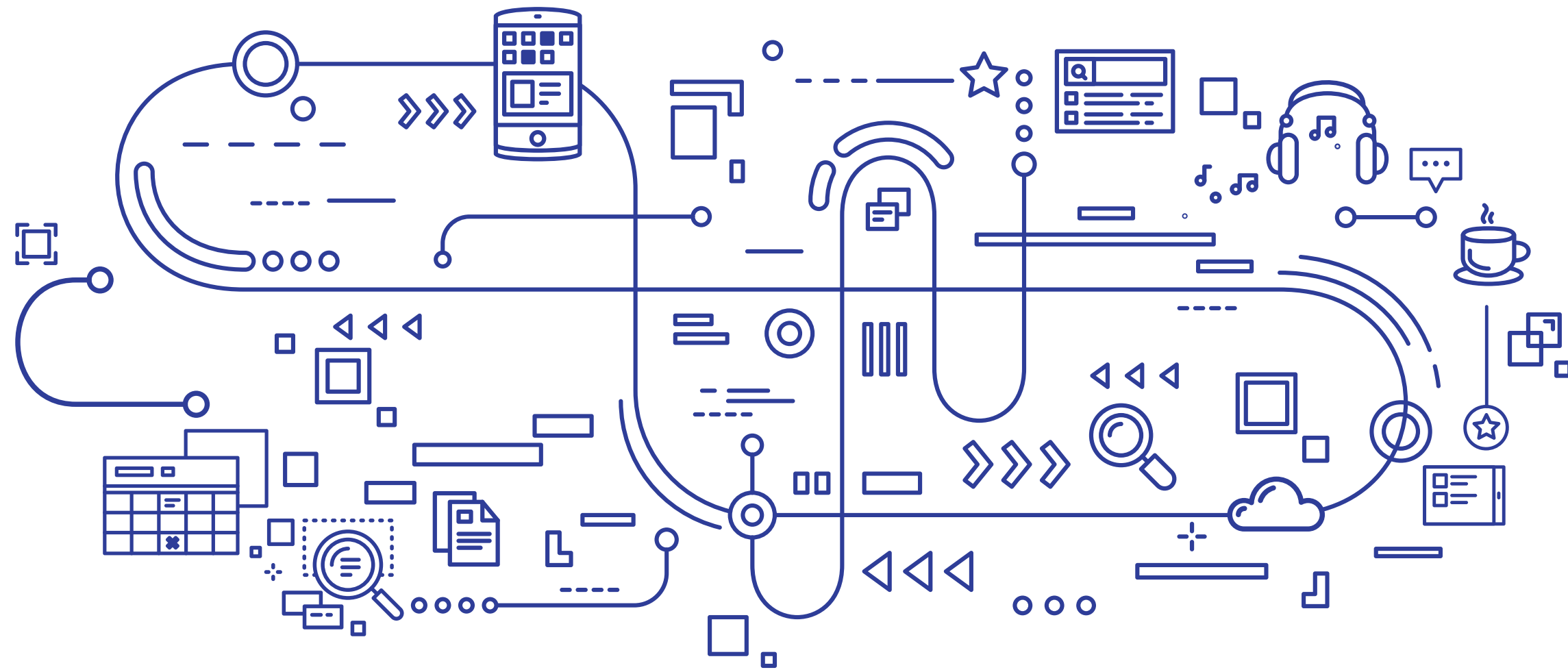
Source: Engineering.com audience survey of remote access to design software



## Managing long-running tasks

Many times, remote workers trigger long-running tasks like tests and simulations that need to keep running for a few days. Using Exceed TurboX Remote workers can peek into the status every now and then from any device and any location, be it Windows, MAC, Linux, UNIX, or an iPad.

Managing the files of a current project with a team of Remote workers is error prone with user workstations. Files are dispersed around user hard disks, versioning and synchronization is a challenge. Synchronization times across user workstations or datacenters can be multiple hours a day. Centralized remote access IT has all files at a central location with centralized versioning, no synch times and centralized backup.

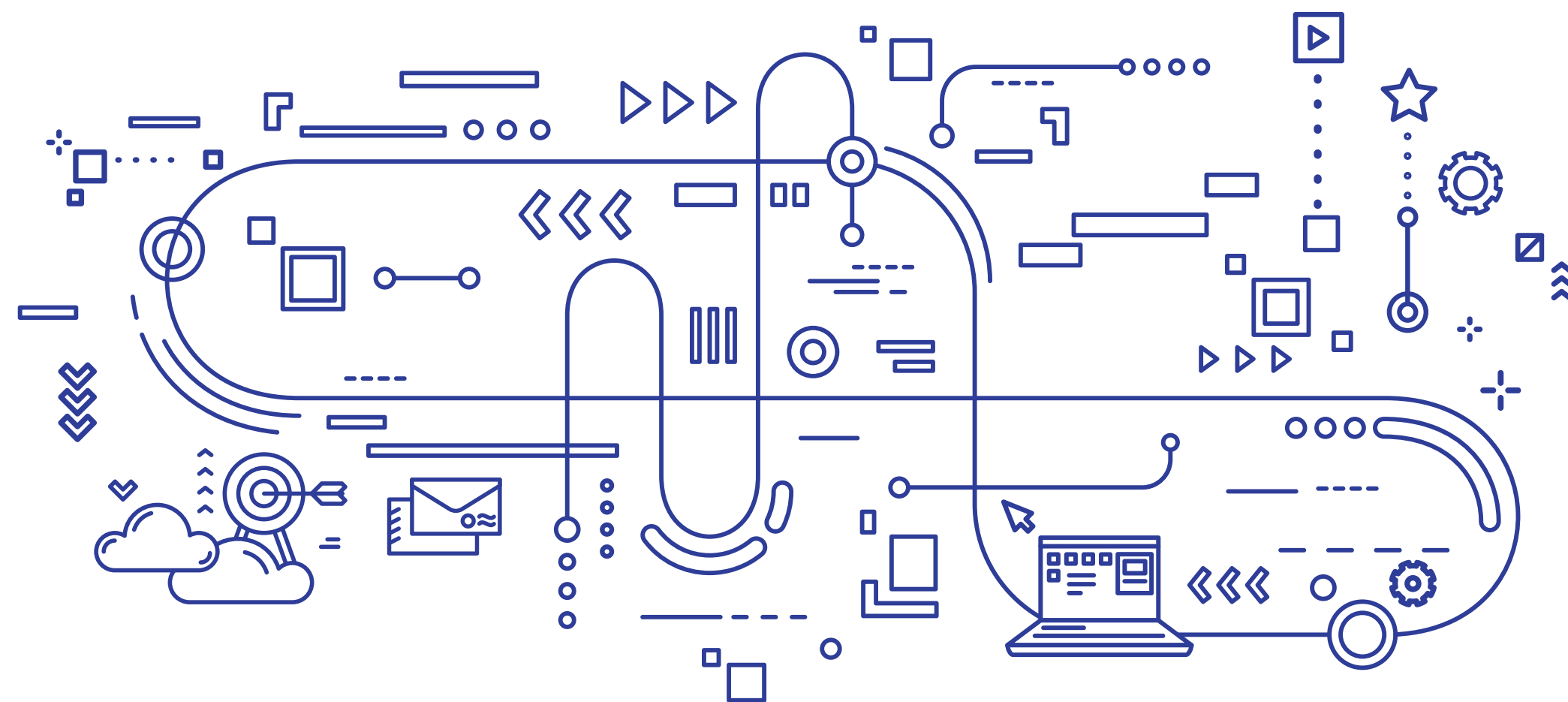




## Remote access secures IP for organizations

Corporations that design complex products like semiconductors, automobiles, aero crafts, computing equipment and many other products like to have strict control over their IP. Using personal workstations is the worst-case scenario for IP protection. Users can simply copy IP related files to memory sticks. Using a centralized IT approach all IP is locked down in a well-protected

datacenter. Good remote access software like Exceed TurboX allows to configure if users should be able to copy files to the local machine, use the clipboard to copy content to the local machine and print on the local machine. Disabling file transfer, clipboard copy and local printing makes sure no IP can leak from the datacenter.



Security of intellectual property is a concern for **37%** of participating remote workers.

Source: Engineering.com audience survey of remote access to design software





## Accelerated time-to-market

Exceed TurboX customers see major improvement in time-to-market for their products or major accelerations of their internal workflows. Keeping all files in one central place eliminates file synch times and other process bound wait times when multiple locations are involved. The powerful collaboration feature of ETX allows to include resources around the globe to quickly resolve issues. With

centralized IT teams can be allocated without any limitations opposed by local datacenters. Flexible teams allow organizations to quickly move manpower where it needs to be, and such accelerate time-to-market or faster execution of workflows.





## Major cost savings through datacenter consolidation

Say an organization has 5 global datacenters for their remote access IT. Each datacenter costs them 2M \$ per year. What would be the cost benefit for this organization moving to one global datacenter. Their datacenter cost will likely be down by multiple factors. Instead of 5 times \$2M ( \$10M) they will end up with one datacenter that has maybe a \$3M yearly cost which is almost 3 times less than before.



## Business continuity for medical, political and other emergencies

Never before the 2020 Coronavirus pandemic it became so clear to organizations that having a work from home with remote access strategy in place can keep productivity up during difficult times. In fact, remote access is becoming a key digital strategy for organizations worldwide. OpenText Exceed TurboX enables access to centralized desktops from anywhere and almost any device.





## IT benefits of centralized remote access IT

Centralized management is the holy grail for most IT challenges. Centralization enables further automation of tasks like operating system patches and upgrades, software installation and patches and infrastructure installations and upgrades. Anything central can be done much quicker and with less disruption than with local user workstations. Centralized IT increases security by forced patches and central security hardware and software. Implementing a secure backup strategy is only possible within a datacenter. Single user workstations easily fall out of backup strategies because they have new disks, software is not configured right or similar issues.

New desktops can be rolled out much quicker, no hardware purchase is needed. Just some central configurations need to be applied.

Remote access to centralized IT also helps IT itself as IT personnel can access systems from anywhere and any device to resolve issues.

CIOs will like the cost reduction part of centralized IT. As mentioned before, a single global datacenter can reduce IT cost by multiple factors when consolidating multiple datacenters into one.





## Virtual Desktop Infrastructure (VDI) via Exceed TurboX

The powerful remote access infrastructure management tools of Exceed TurboX enable quick and easy deployment and management of virtual desktops of any type to users. This can be graphical desktops or plain Windows user desktops for Microsoft Office users in a VDI initiative.

OpenText is using Exceed TurboX for example to deploy corporate Windows desktops to outside contractors to quickly give them access to OpenText internal software solutions. OpenText IT requires strong security including two-factor-authentication for any access to internal systems. Exceed TurboX fulfills all the advanced security requirements to operate a VDI infrastructure securely in the OpenText datacenter.

### OpenText IT security requirements were:

- Remote access via a proxy server to reduce the number of open IP ports. Exceed TurboX fully supports a proxy server access configuration to maximize security of the VDI solution.
- Support for the OpenText two-factor-authentication system. Exceed TurboX includes support for 50+ authentication systems including two-factor-authentication.
- Limited application access for contractors. Remote desktops should only provide the required solution access and other than that be locked down to disable access to the OpenText network.

It was important as well that user acceptance is high. OpenText IT found that the usage for the user is simple and straightforward.



### Why did OpenText not use the Windows built-in remote desktop (RDP)?

The RDP protocol has a history of severe security issues. OpenText IT was not ready to take the risk of using a protocol that has no good security track record. The management features of Exceed TurboX give IT one simple to use central dashboard to manage users, applications, and server resources. And Exceed TurboX remote access infrastructure is highly scalable. Adding a group of new users and giving them access is as easy as importing the users from the authentication system and assigning the user groups the right applications.

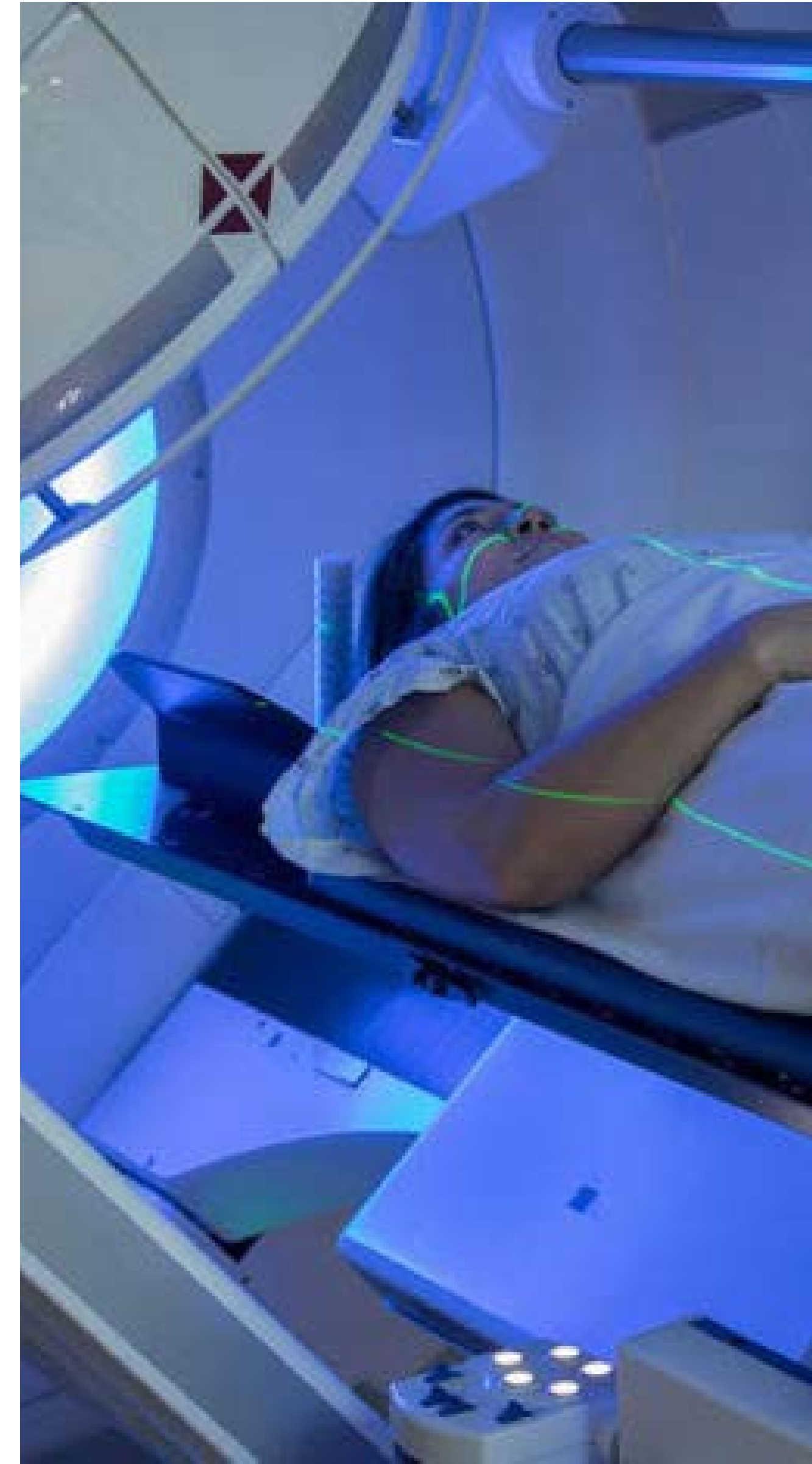


## Exceed TurboX in healthcare and life sciences

Healthcare workers can benefit in many ways from using powerful remote access tools.

They can view ever growing patient imaging data from anywhere, from a screen during surgery, from an iPad which a doctor uses at the side of a patients bed. For reviewing imaging data to create a precise diagnosis from home or any other place in the world. Secure remote access makes sure sensitive patient data is locked down in a central place and only authorized personnel can view the data.

For life sciences using remote access can accelerate the process to results be it new pharmaceuticals or new medical devices that can be brought to market faster because teams have access to all information and imaging data from anywhere.





## Exceed TurboX in EDA, manufacturing and energy industries

Centralizing IT for users of graphically demanding software makes sense in many vertical industries.

The Connectivity group of OpenText is providing remote access products since about 30 years and has a large customer base in many industries. For example, the EDA semiconductor industry. If you are using a smartphone, tablet, or laptop, likely more than 60% of the semiconductor parts have been engineered using Exceed TurboX remote access. Power plants and power networks are monitored using SCADA software and remote workers can see the plant control dashboards and interact from anywhere. Car manufacturers use Exceed TurboX for remote access when creating 3D manufacturing models of their cars, or when running extensive virtual simulations and tests.

### Industry Solutions



### About OpenText

OpenText, The Information Company, enables organizations to gain insight through market leading information management solutions, on-premises or in the cloud. For more information about OpenText (NASDAQ: OTEX, TSX: OTEX) visit [opentext.com](https://opentext.com).

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