SANGFOR

SANGFOR VDI

THE IDEAL WORKSPACE SOLUTION FOR CALL CENTERS

Replace traditional desktop PCs with Sangfor Virtual Desktop Infrastructure (VDI) to enhance your call center's efficiency, security, and productivity. This scalable solution allows you to start small and expand as your call center grows. Shift your focus from dealing with IT issues to creating business value with Sangfor VDI.

Challenges of Using Traditional PCs in Call Centers

Shared Seating Arrangements

- Multiple employees share the same seat/PC without data isolation
- Low resource utilization rate per individual workstation

Round-the-Clock Operations

- High electricity consumption: 8KW/PC/Day
- Hardware is easily damaged and has a high depreciation rate

High Call Connection Rate

- PC hardware and software failures can disrupt call connections

High Employee Turnover

- Frequent setup and removal of PC environments consume a lot of time and resources
- Data leakage and data theft risks due to departing employees

Security Compliance and Client Requirements

- Difficult for PCs to meet ISO9001/ISO27001 standards
- Data leakage and data breach risks due to non-compliance

Remote Work

- Poor user experience with traditional Windows Remote Desktop and other remote access apps
- Insecure networks and devices pose data leakage and cyber-attack risks

Sangfor VDI: Features and Benefits

Elastic Cloud Architecture and Thin Client Solution

- Faster deployment and deletion of user workspaces
- Easily scale up or down according to business requirements
- Longer hardware lifecycle and low depreciation rate
- Electricity saving: 0.5KW/Thin Client/Day

Data is stored and secured in the cloud

DATA SECURITY

OPERATIONS

Centralized management

VDI

FLEXIBILITY

Scale on-demand Works from anywhere

Desktop, applications, and data are migrated to cloud (data center)
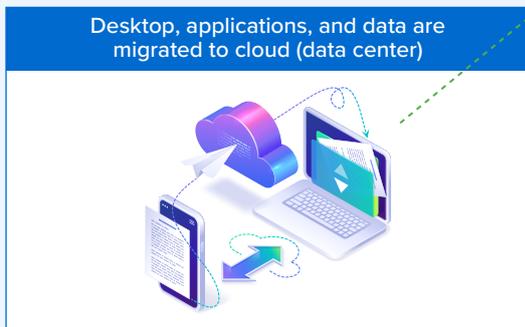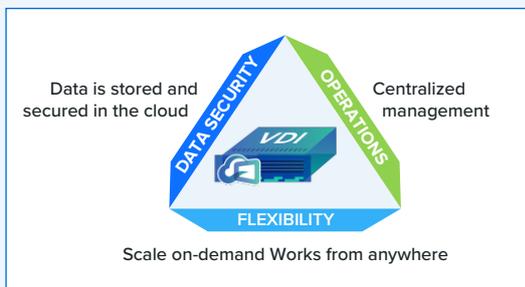
Scale on-demand, Work from anywhere

Virtual Desktop

VM   VM   VM

Desktop Image Delivery

Thin Client   Laptop   PC   Mobile
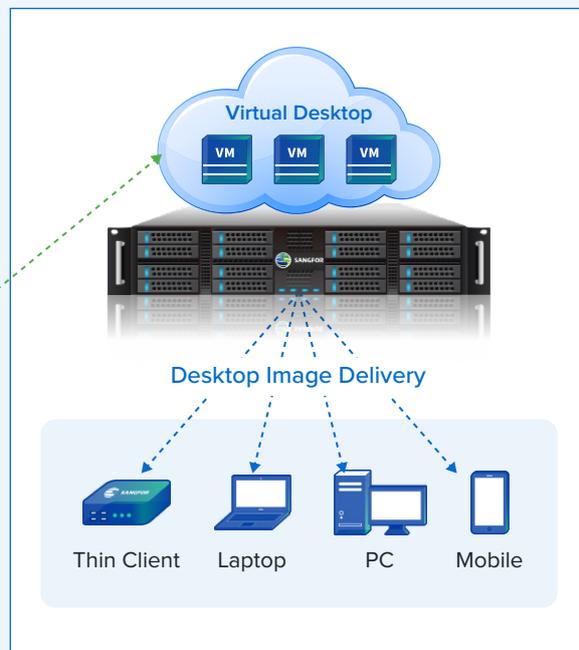
Optimized for Shared Seating Arrangements

- Deliver a standard and unified desktop to users with restored VMs
- Recover business in a short time by restoring the VM
- Multiple users share VMs in a pool to improve resource utilization
- Users retain personal data and configurations across different seats with User Profile Management (UPM) for greater flexibility

Resource Saving	Unified Environment	Quick Restore

Personal Data — User 1, User 2, User 3, User N — **UPM**

Application — **Application Distribution**

VM — VM, VM, VM, VM — **Pool VM**

100 Users

70 VMs
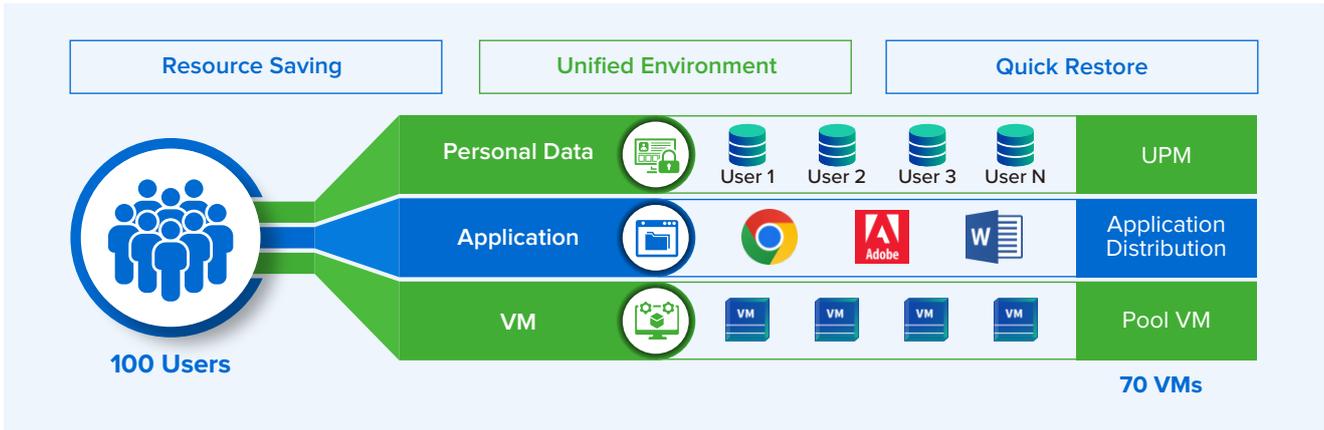
## End-to-End Security Protection for Client Information

- ✓ Built-in Data Loss Prevention (DLP) protects against data leakage by internal users
- ✓ Ransomware protection with the integrated aSEC security component
- ✓ Multiple data copies stored on backend servers prevent data loss due to disk errors

User	Client	VDC	Server & Virtualization

Security for Behavior

- Screen Watermark
- Anti-Screenshot
- Export Document Audit
- Clipboard Control
- USB Whitelist
- Application Whitelist
- Screen Recording (3rd-party solution)

Access Security

- Endpoint Environment Check
- Multi-Factor Authentication
- Anti-Brute Force Attack
- Single Sign-On (SSO)

Network Security

- HTTPS Transmission
- Anti-Man-in-the-Middle Attack
- Anti-SWEET32 Birthday Attack
- Distributed Firewall

Built-in Security

- Multiple Backup Copies
- Built-In WAF
- Disk Signature
- BIOS Protection

Integrated Security

- Sangfor Endpoint Secure

Work Anytime, Anywhere, on Any Device

- ✓ Smooth and secure access from remote work locations
- ✓ Data consistency across multiple devices
- ✓ Compatible with both legacy and the latest OS, including Win 7, Win 10, and Win 11

Cloud Storage Server Access Control Based on User Identity

Operating Systems

iOS
Android
Windows
macOS
......

Endpoint Devices

Smart Terminals
PC
Thin-Client
......

Cross-Platform Data Sharing

Trusted Enterprise Devices

User-Owned Devices

Seamless Access Anytime, Anywhere, on Any Device

Notable Customers Using Sangfor VDI in Their Call Centers

1 **Teleperformance Indonesia**

Teleperformance is a multinational provider of digital business services with a presence in 91 countries and 170 markets. Teleperformance Indonesia offers digitally integrated business services and customer care services to leading local and multinational companies from its offices in Jakarta, Semarang, Yogyakarta, and Solo.

Challenges

With almost half of its workforce working remotely, adopting a workspace solution that promotes secure and convenient remote work was crucial.

Teleperformance Indonesia had concerns about the security of the PCs at its call center, which operates with over 500 employees daily. The general lack of oversight and control over traditional PCs meant that there were potential risks like data leakage and cyber-attacks.

The traditional PC setup hindered the IT team from providing efficient remote support for PC-related issues.

Sangfor's Solution

Sangfor VDI simplifies the setting up of user workspaces through template-based deployment. The IT administrator can quickly deploy a standardized virtual desktop configuration to multiple users, saving time and minimizing deployment errors.

Sangfor VDI's robust security controls, such as anti-screenshot, restricted USB access, and outgoing file audit, help Teleperformance protect against sensitive data leakage.

Sangfor VDI uses Sangfor's Remote Access Protocol (SRAP), engineered with multiple advanced technologies to guarantee fast and reliable connectivity for remote workers.

Centralized management and visibility allow the IT team to provide remote support for VM issues, streamlining the troubleshooting process.

2 J&T Express

J&T Express is Indonesia's leading logistics company, with a global workforce of almost 350,000 employees and operations across 13 countries.

Challenges

J&T Express' rapid growth demanded greater business stability and cyber security. Specifically, managing a growing inventory of PCs and safeguarding the company's data posed significant challenges.

Sangfor's Solution

J&T Express replaced PCs in its call center with Sangfor VDI, allowing individual seats to be shared by three employees working in rotating shifts. This reduced the number of PCs needed and simplified the management and maintenance of these devices.

Sangfor VDI is integrated with multiple data protection features to prevent sensitive data leakage by internal users and protect against cyber-attacks like ransomware.

Sangfor VDI's elastic cloud architecture allows J&T Express to scale resources up or down based on the call center's staff numbers and call volume to ensure smooth operations and optimal resource utilization at all times.

3 Air China

Air China serves as the flag carrier of the People's Republic of China and is one of the "Big Three" airlines in the country.

Requirement

Air China's Southwest office hoped to improve staff training efficiency and call center service quality by replacing traditional PCs with virtual desktop workspaces.

Sangfor's Solution

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The average time needed to roll out new training services has been reduced from five working days to one hour.

The maintenance workload has dropped from an average of 600 to 20 instances per year.

System updates and antivirus software deployment have become 100% more efficient.

Instead of relying on several technicians for on-site maintenance, a singular technician now provides remote technical assistance.

With the help of Sangfor VDI, Air China's Southwest office has significantly enhanced the efficiency of its staff training and provision of high-quality customer services.