# REIMAGINE YOUR EMPLOYEE EXPERIENCE IN A SAFE WAY WITH CHROME ENTERPRISE

## Increase employee engagement & productivity through simpler -but safe- IT

chrome enterprise

fourcast.
by devoteam

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# EXECUTIVE SUMMARY

**Move your business forward with the secure Chrome Enterprise**

Online security has never been more critical to businesses. Whether your business is making strategic shifts or supporting a growing remote workforce, your IT department is the stabilising force keeping workers productive, secure, and happy.

More and more organisations are looking to the Cloud to provide their workforce with **real-time collaboration** and **increased productivity & communications**.
To maintain the highest level of security for your employees, choosing the right Cloud solutions is key.

Today it's the role of IT Admins to look for a fast, worry-free solution that is also cost-effective. And most of all: one that is **secure**.



In this e-book, we'll dive deeper on how **Chrome Enterprise can empower your workforce**. And importantly, to do so in a secure way.

We will take a look at **secure IT solutions** to work faster & safer and the remote working experience that needs to be both empowering and safe.

## What employees need now: secure IT solutions to work faster & safer

The future of work has emerged: **Flexible, agile, mobile, and cloud-based** are keywords. What organisations need are IT solutions that leverage the advantages of a unified digital workspace and a hybrid cloud to help employees work with greater flexibility and ease.

## Secure remote working experience

Challenged to provide a remote working experience without physical access to the user, device, or network, IT departments are turning to Chrome Enterprise to keep business running, efficiently. But is Chrome Enterprise secure? Let's hear from 4 experts if the answer is yes & why.

**In this ebook, we'll introduce all the security features of Chrome Enterprise and Chromebooks & why organisations opt for Chrome Enterprise.**

## Expert Voices

**Expert Voices**

This ebook has been written in the context of the **Experts Voices series** that aims to bring forward the voices of Chrome Enterprise professionals & experts from around the world to share knowledge & discuss the latest security features.

During these interviews, 4 experts explained the **advantages of enabling a secure & connected workforce.**

**Alex Lancee**
Head of Chrome Enterprise Benelux &
Nordic Countries at Google

**Claudio Ippolito**
Chrome Enterprise Customer Engineer at
Google

**Jeremy Bonnevalle**
Digital Workplace Manager at Fourcast by
Devoteam

**Bart Janssen**
Country Manager Acer Benelux

*It has never been more important to have secure and easy to deploy endpoints.*
*Chrome OS can help you achieve that and this ebook tells you how.*

**-Alex Lancee**

We would like to thank our 4 experts for contributing to this Expert Voices Ebook.

# TRENDS IN TODAY'S WORKPLACE LANDSCAPE

Workplace trends constantly evolve and keeping up with the latest-greatest can be tough. Ten years ago, employers weren't really concerned about open offices, fast devices and didn't even think about the fact that their employees would work from home. But as times change, companies need to embrace workplace trends that boost productivity and increase employee engagement.

IT Admins must demonstrate an understanding of the latest workplace trends to create a positive, flexible, and collaborative environment to encourage the modern workers.

## The new working-from home brings new challenges

*1 in 4 of today's workers are cloud workers that are spending over 4 hours per day in the web browser on cloud-connect apps. They are mobile and seek collaboration and fluidity of information.*

Source: Forrester, Rethink Technology In The Age Of The Cloud Worker: A Spotlight On The Employee, 2018

## Get in on the remote work trend

The dominance of traditional office-centric working is being overtaken by **remote working**. The substantial advancement of workplace technology has brought everyone technologically under one roof. One significant hurdle for those who are suddenly tasked with supporting remote users is the question of how to manage these new remote users. Some administrators may feel overwhelmed by this sudden change.

*The questions I heard the most from IT Admins were the following: "How can I manage my users' devices from my home in a short amount of time? ,"s there a cost-effective way to do so and how do I manage the devices? How do I deliver support on these devices?  What if a device crashes or doesn't work? What do I do then?"*

**-Alex Lancee, Head of Chrome Enterprise Benelux & Nordic Countries at Google**

## Solutions to enable secure remote workers
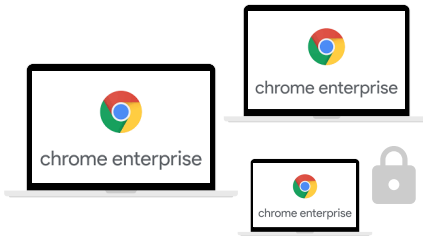
One of the most popular solutions is **Chrome Enterprise**, a modern, secure solution that empowers remote workers to be productive working from home while keeping devices secure and allowing IT to manage devices remotely.

### Security everywhere

- Regular Security updates (downloaded remotely
- Disable devices that are lost or stolen
- Encrypted on-device storage, verified boot, sandboxing technology
- Built-in virus protection

Learn more about security in this ebook

### Remote management

- IT Admins can manage remotely with cloud-based Google Admin Console
- Set Wifi, VPN, and certificate settings to enable user access to corporate data
- Set up applications, browser extensions, or bookmarks remotely
- 300+ settings & policies including additional security & privacy controls

### Fast deployment

- White glove service through supported resellers so employees can immeditaly start to work
- Employees can get started quickly with cloud-based profiles that download settings and apps
- No imaging required

### Apps for every employee

- Cloud-based apps through the browser
- Enable mobile thin client & access to Windows apps
- Support for wide range of productivity apps including Google Workspace, Office 365, and Zoom
- Large app ecosystem with Google Play Store

*We've seen a major uplift in the usage and deployment of Chrome Enterprise devices due to Covid-19.*

**-Alex Lancee, Head of Chrome Enterprise Benelux & Nordic Countries at Google**

## Trends in today's laptop landscape for businesses

Picking up a laptop used to be fairly straightforward. It was a choice between a Windows laptop or MacBook. Today, the two are arguably a lot closer than they've ever been, and a newer challenger has entered the ring: the Chromebook. With their cheaper prices and simple approach, Chromebooks are becoming a smarter choice than "regular" laptops.

*"I think one of the biggest changes you see now is that **more and more companies are going to a more mobile solution**. With the current work from home situation that we see in 2020 due to COVID-19, there's a rapidly increasing need for more mobile solutions. More and more companies are looking at alternatives like for example Chrome OS."*
**- Bart Janssens, Country Manager for Acer for the Benelux.**

These trends will definitely continue to shift over the years, especially with our ever-changing global landscape.With a myriad of unexpected events taking place this year, 2020 has been quite a wild ride.

**Discover right below how to leverage Chrome Enterprise & Chromebooks in a secure way to get rid of highly manual, time-consuming, and budget-eating systems.**
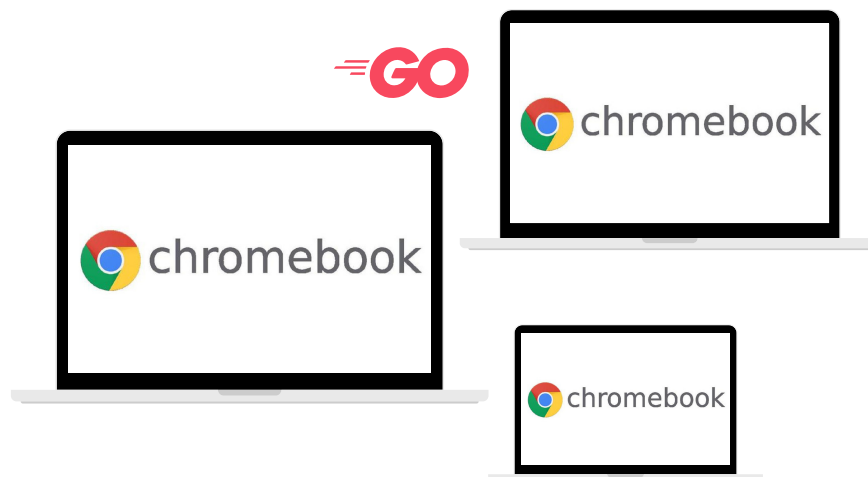
# WORK SAFELY IN THE CLOUD WITH CHROME ENTERPRISE

## What is Chrome Enterprise?

Chrome Enterprise is the business-focused solution for Chrome devices, Chrome browser, and Chrome OS. It offers cloud-based management tools, integrations with third-party products, and 24/7 support for IT administrators.

Chrome Enterprise offers the general Chrome OS features with its automatic updates, multi-layered security, remote desktop, application virtualisation support, preference syncing, and cloud or native printing.

**Chrome Enterprise solutions empower the way organisations & employees work now.**

## Chrome Enterprise in your industry

Chrome Enterprise is relevant for nearly all industries, including retail, healthcare, financial services, manufacturing, and technology-related sectors.

## What are the concrete savings of Chrome Enterprise?

By using Chrome Enterprise, you will cut down the IT costs in your organisation drastically. You won't need to pay a license for the following tools anymore:

- Anti-virus software
- Encryption software
- Application distribution software
- OS patches
- System updates
- Backups

Imagine the huge cost saving this would mean for your IT department and your organisation as a whole. Let's now take a look at the different security features of Chrome Enterprise & why organisations opt for Chrome Enterprise.

# Using Chrome Enterprise's cloud-native endpoints for your cloud workforce

**Chrome Enterprise helps employees and IT teams. Based on our expert's observations, here are five 6 benefits of Chrome Enterprise.**

## 1. Increased productivity

Do you know the feeling when your device is broken? Your IT department has to work to set up a new device and the employee is stuck. This creates a cost for the business in the form of lost productivity. The time it takes for an IT Admin to buy a device, make it enterprise-ready and hand it out to an employee could easily take up to a week before an employee could work with a new device.

With Chrome Enterprise, you could get your Chrome OS device within 48 hours ready and delivered to your employee. This is a real game-changer, especially during these times where everybody is working from home or different kinds of locations.

> *With Chrome Enterprise your company is completely flexible in terms of where your users work, how they work and which devices they use.*
>
> **- Jeremy Bonnevalle, COO at Fourcast by Devoteam**

## 2. An efficient onboarding process

The need for efficiency isn't just limited to when a device breaks. Businesses also benefit when their new employees can securely connect and be productive quickly, rather than waiting hours or days for their device to arrive.

With Chrome Enterprise you can provide your new users with a new device in just a matter of minutes. The same enrolment process can be applied to any Chrome device and doesn't depend on a specific device image for specific hardware.

As a result, it's easier for IT to set up new devices and enroll them in enterprise management, and new employees can get up to speed more quickly.

## 3. Drive even more impact with <u>Google Workspace</u>: secure remote collaboration

Your employees need to be able to be productive from wherever they are. In addition to the many integrations and built-in solutions of Chrome Enterprise, it also offers a large amount of team-focused real-time collaboration features through the use of <u>Google Workspace</u> (Google Docs, Sheets, Slides).

For the times when they may not have a connection, Google Workspace allows employees to answer emails or work on documents offline and automatically syncs their changes when they go back online.
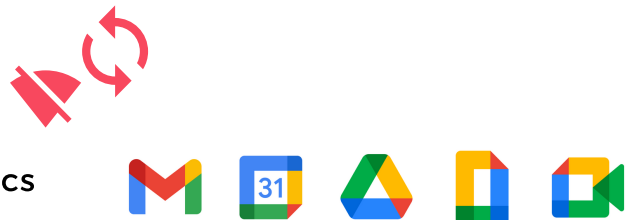
Real-time collaboration tools have shown measurable results & impact on team-related metrics by reducing downtime for each user, improving the efficiency of company help desk systems, saving money through legacy technology, and reducing endpoint security incidents, which all contribute to widespread productivity savings across the board.

Let's take a look at some metrics:
- **30 minutes** per week of reduced downtime per user, leading to lost productivity cost avoidances
- **15%** improvement in help desk efficiency
- **$100 per user** in legacy technology savings
- **20% reduction** in endpoint security incidents

Source: Forrester, The Total Economic Impact Of Google Chrome OS With Google Workspace, formerly G Suite (2018)

According to Claudio Ippolito, if you combine Chrome Enterprise with an online productivity suite like for example Google Workspace, then you have an excellent solution. Plus all your work is online, in the cloud. You really have the best of both worlds at your fingertips.

## 4. Security

As Bart mentioned, when we look at for example government-related organisations, the reason why the move to Chrome Enterprise is a lot related to data.

> *They are scared that their important data would be on a hard drive, that laptops get stolen and, thus that their information would be public. The main reason they are opting for Chrome Enterprise and also Chromebooks is security.*
>
> **- Bart Janssens, Country Manager for Acer for the Benelux**

## 5. Shareability

When we look at the healthcare organisations that Acer already supplied with Chrome devices, it's also about the shareability of devices. Multiple employees can use the same Chromebook. When one of the employees logs in, he can only see their own data.
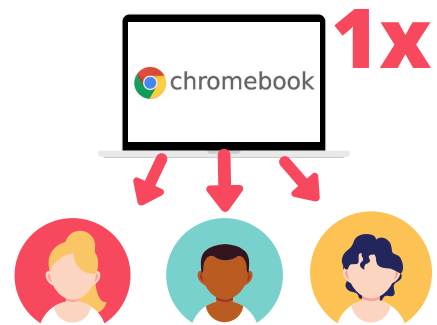
Ideal for organisations where people work in shifts. Instead of purchasing a device for every employee, the healthcare organisation buys one device and three people can work with the same device the same day. Shareability and cost reduction are here the main reasons why they decided to switch to Chrome Enterprise and Chromebooks.

## 6. Total control

As Claudio mentioned, once your application landscape is ready to move to Chrome Enterprise, your IT admin has full control within the Google Admin console. You can manage your entire fleet of devices through the Google Admin console. Determine all the security policies of your devices, which applications need to be pushed, which sites are blocked, and which features of the hardware need to be enabled or blocked. So basically you have total control over your entire fleet of devices from within the cloud.

Chrome Enterprise's multi-layered device security features can provide peace of mind through its ability to **prevent OS tampering, encrypt user data, reduce on-device data footprints, isolate & manage applications quickly & easily**, and regularly update and apply patches in the background without the need for employee work disruption.

*If your entire workforce is using Chrome Enterprise, you have gone pretty far in modernising your workplace because it means that your entire application landscape is or in the cloud or virtualised.*
**- Jeremy Bonnevalle, COO at Fourcast by Devoteam**

## Protect your remote workers and office workers

It doesn't matter where the user works from, your users will be protected from anywhere with Chrome Enterprise says Jeremy Bonnevalle, COO at Fourcast by Devoteam.

With the right tools in place, businesses can enable their employees to be effective and productive remotely. Chrome Enterprise provides a complete cloud-based platform to help businesses to:

- **Deploy** devices quickly and without having to image devices
- **Manage** devices with the cloud-based Google Admin console from anywhere in the world
- **Protect** their workforce with built-in and proactive security features and policies
- Give employees **access** to cloud-based or legacy apps through Virtual Desktop Infrastructure (VDI) solutions

**To learn more about the security, use cases, and features of Chrome Enterprise that can help your remote workforce, go to the next chapter.**
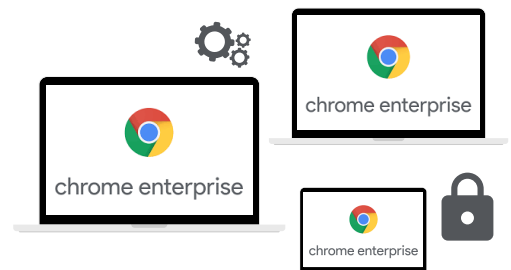
# SECURITY IN CHROME ENTERPRISE

Chrome Enterprise takes security very seriously and is proud of its reputation of pushing the browser industry forward in many areas, such as sandboxing, TLS standards, and usable security. Chrome aims for a balance of security and usability that provides the best experience for the majority of users.

Chrome allows you, as the administrator, to configure Chrome to meet those goals by selecting the appropriate security policy settings for your enterprise environment.



This ebook describes security policies you can choose to enable or disable and some security features in Chrome. It is organised around 2 distinct enterprise security needs:

**1. Threat prevention**
**2. Privacy**

## 1. Threat Prevention

Chrome already takes steps to safeguard organisations from malicious websites.

**Protect your company against phishing attacks with Chrome Enterprise**

Managing business risk makes IT security even more imperative. IT has to guard the organisation against external attacks and internal vulnerabilities while keeping the business moving. Chrome Enterprise helps IT administrators protect employees from harmful attacks.

*"I would definitely enable password policies and safe-browsing to protect my business from phishing attacks."*

**Alex Lancee, Head of Chrome Enterprise Benelux & Nordic Countries at Google**

**Here's an overview of how Chrome Enterprise keeps your employees and business better protected from phishing attacks.**

## Safe Browsing

Unidentified dangerous sites can harm your users' devices or cause problems when your employees are browsing online. Use Google Chrome Safe Browsing to warn your employees about malicious sites before they navigate to them.

Help keep your organisation's data safe by mitigating phishing attacks caused by password thefts. Password Alert is a Chrome extension that helps Google Workspace and Cloud Identity users avoid phishing attacks by detecting when they enter their Google password into any websites other than the Google sign-in page.

You as an IT Admin can deploy this feature Password Alert Server to enable password alert auditing, send email alerts, and force users to change their Google password if they enter it into a non-trusted website.
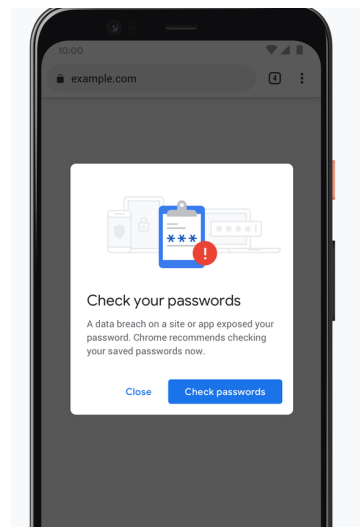
## Security keys

By providing a second step of authentication after your password, security keys help prevent phishing and keep out attackers that could steal restricted information.

## Lock SafeSearch for devices & networks you manage

SafeSearch can help you filter explicit content from Google's search results. SafeSearch is a service by Google that keeps an eye on the web and it informs users if a specific site is malicious.

Imagine that one of your users clicks on a phishing attack link, he will automatically be redirected to this malicious site and get that red ominous warning. That is actually the safe search engine on the pack alerting you. You, as an Admin, can configure which action happens then.

**Keep SafeSearch turned on for your workplace**

As an Admin you can force SafeSearch setting for all browsers and devices using your network. This applies the SafeSearch Virtual IP address to all Google domains you include in the configuration and can't be undone at the browser level.

**Site Isolation**

When you turn on site isolation, Chrome offers more security protections for your browser.

Chrome will load each website in its own process. So, even if a site bypasses the same-origin policy, the extra security will help stop the site from stealing your data from another website.

**Protect your company against malicious apps with Chrome Enterprise**

**Let's take a look at how Chrome Enterprise finds potential security vulnerabilities before they affect users so that employees can focus on what matters most.**

**Sandboxing**

Each web page and application runs in a restricted environment called a "sandbox." If the Chromebook is directed to an infected page, it can't affect the other apps and tabs on the device. The threat is contained.

**Data Encryption**

When using web apps on a Chromebook, all important data is stored safely in the cloud. Certain kinds of files, like downloads, cookies, and browser cache files, may still be present on the computer. The Chromebook encrypts this data using tamper-resistant hardware, making it very difficult for anyone to access those files.

### Recovery Mode

If anything goes wrong with a Chromebook, you can simply push a button or use a quick keyboard combination to enter recovery mode and restore the operating system to a known good version.

### Blacklisting URLs

By blacklisting specific URLs or sets of websites through the Google Admin console, you can restrict employee access to malicious sites.

### Google Play Protect



Google Play Protect is Google's built-in malware protection for Android. Backed by the strength of Google's machine learning algorithms, it is always improving in real-time. You can use this to detect potentially harmful applications and prevent your employees from downloading them.

- It runs a safety check on apps from the Google Play Store before you download them.
- It checks your device for potentially harmful apps, sometimes called malware, from other sources.
- It warns you about any detected potentially harmful apps found and removes these apps from your device.
- It warns you about detected apps that violate the Unwanted Software Policy.
- It sends you privacy alerts about certain apps.

### Allow or block apps and extensions

As a Chrome Enterprise admin, you can control which apps or extensions users can install on managed Chrome Browsers or Chrome devices.

You could restrict the Play Store to only the applications that you choose and that your employees can use. This could crank up your security.

**Background auto-updates & small on-device data footprint**

- **No downtime**:  to avoid interrupting the user's workflow and to affect the employees and your business, Chrome Enterprise has seamless background auto-updates.
- **Two versions of OS**: this means that one can be used while the other gets updates
- **Updates**: only takes a matter of seconds to complete.And because Chromebooks are cloud-native by design, your files and customisations are primarily stored safely in the cloud, protected from bad actors by Google's infrastructure.

**Verified boot**

Even if malware manages to escape the sandbox, the Chromebook is still protected. All Chromebooks use verified boot to confirm the operating system is an authentic, safe, Google-distributed build.

With two versions of Chrome OS on every device, Chromebooks can proceed with boot-up even if one OS has been tampered with or corrupted with. It will repair itself without any effort, taking the Chromebook back to an operating system that's as good as new.

"If you manage your devices with Chrome Enterprise, you can set the operating system in a mode that we call verified boot. Verified boot will basically check if the OS has not been compromised by let's say a malicious app or software" says Claudio Ippolito, Chrome Customer engineer for the Benelux region.

That's why with Chrome OS you don't need an antivirus because the OS is read-only.

**Ephemeral mode**

With Chrome Enterprise, Chromebooks can be set up to wipe all data from the device at the end of the user's session. This reduces the chances of any browsing information being left behind on a user's device.
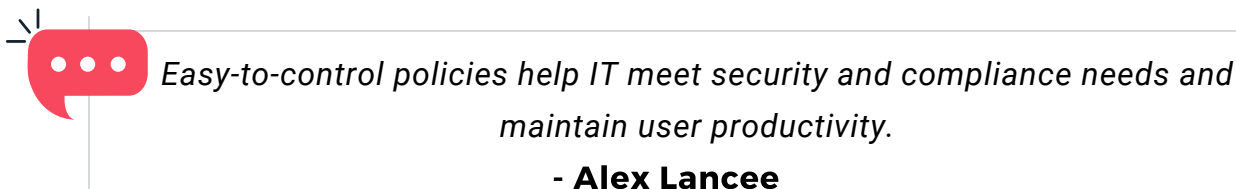
# 1. Privacy

Some of Chrome's main security features (for instance, Safe Browsing and password managers) require exchanging information with Google services.

You may have concerns about how certain types of personally identifiable information (PII) are protected by Google and wish to make adjustments to address your organisation's security needs.

**Policies you can customise for your organisation**

When organisations adopt the Chrome Browser and Chrome OS, they often need some extra controls and configurations to meet their productivity and security needs. This can be achieved through the management of Chrome Enterprise policies. Chrome Enterprise policies give IT admins the power to configure Chrome for their organisation.

*Easy-to-control policies help IT meet security and compliance needs and maintain user productivity.*
**- Alex Lancee**

There are over 300 policies that you can set from a user level to a device setting. As an IT Admin, you can really make it as open or closed as you like.

Here are just some of the policies you can use to customise your Chrome users' browsing experience:

- **Show Home page button:** enable this policy to show the Home button on the toolbar of Chrome Browsers or Chrome devices.
- **Set a default homepage:** enable this policy to set the homepage that opens when users click the Home button in either Chrome Browser or on Chrome devices.
- **Open new tabs to homepage URL:** enable this policy so your users can open new tabs to a page you specify like the homepage.
- **Customise Chrome OS device wallpaper**: applies only for Chromebooks and other devices that run Chrome OS. With this feature, you can upload a custom image to use as the background on users' sign-in screen and desktop.
- **Turn spellcheck on or off:** enable this policy to let your users use the spellchecker.

**Evaluate the endpoint security strategy**

According to IDC, approximately 70% of security breaches originate from endpoints. Companies that lead the way in modern OS and browser security are the ones that understand and adopt tools that provide built-in, proactive management controls.

Google has always prioritised endpoint security with Chrome Enterprise.Chrome Enterprise has re-engineered endpoint security with a multilayered approach to provide defenses across the entire device, from the firmware to the apps.

According to Claudio Ippolito, Chrome Customer engineer for the Benelux region, these are some important considerations to bear in mind when you're evaluating the endpoint security strategy:

1. **First, are your endpoints secure by design?** It's key to your organisation that your browser and OS proactively deter end-users from falling for attacks, as well as limit the impact if one does prevail. Think about also what your end-users are going to use at their fingertips every day. Consider that we now work everywhere. A lot of people are productive truly just on the phone.

2. **Do your endpoints work with diverse application ecosystems to ensure applications are trusted?** It's important to provide IT with control to help ensure harmful apps stay out of the hands of users.

3. Finally, think about **positioning your endpoints**. Are they positioned to eliminate and protect against threats? Security breaches are still out there. Bad actors continue to use common methods prevalent on legacy tools such as malware, ransomware, and phishing attacks.

# SECURITY WITHIN THE CHROME BROWSER

You can also manage the browser and several browser policies from the cloud. This is not only limited to Chromebooks and Chrome OS. You can also manage these browsers through the console with Linux, Apple, and Windows.

Chrome is the most secure browser. Advanced technology like site isolation, sandboxing, and predictive phishing protection keep you safe from security threats.

Every tab that you open in a Chrome browser is treated as a separate container which means that it's very hard for malware to go outside of the container.

Chrome technology protects you from a range of deceptive and dangerous sites and downloads that might steal passwords or infect your machine. If Chrome thinks something seems suspicious, you'll see a warning.

Whenever you try to download malware from within the Chrome browser, Chrome will immediately block it so the device can't be affected.

On the other side, all the applications that your users are using in the Chrome browser are either Chrome applications that run on the web or applications that run on Android, and these applications are containerised in the Chrome browser itself.

**Stay on top of your organisation's security**

As mentioned above there are quite some security features that you can activate in Chrome Enterprise and in the Chrome browser to align with your security requirements.

# SECURITY IN CHROMEBOOKS

Keeping all the devices in an organisation up to date with the latest security patches is essential in today's vulnerability landscape.

Chromebooks come with sufficient, built-in security. But is that really true?
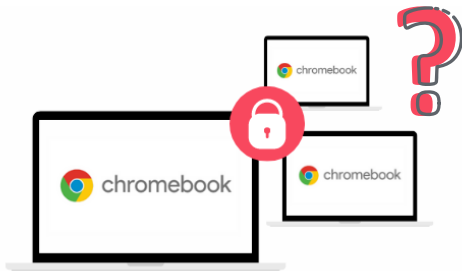
- Can you use a Chromebook without having to think twice about general cybersecurity and anti-malware protection in particular?
- Or do you need Chromebook antivirus?

Let's give you answers on these questions.

## Why would a Chromebook be a good decision for your organisation?

### What is a Chromebook?

Chromebooks are laptops and two-in-ones running on Google's Chrome operating system, Chrome OS. No need for updates or software, with a Chromebook you can just charge it up, open the lid and start using it right away.

### Chromebooks vs Laptops?

Physically, a Chromebook and a laptop look very similar. Inside the devices, however, there are some important differences. Let's take a look at some of the major differences between both devices:
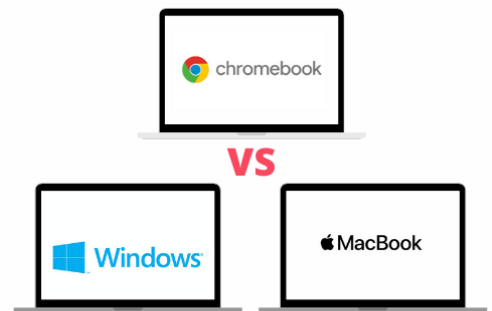
**1** Windows laptops have various microprocessors powering them, usually chips from Intel and AMD. Meanwhile, Chromebooks have **lower-performing chips** that better suit the relatively slim demands of Chrome OS.

**2** **Price positive**: because of the low hardware requirements of Chrome OS, not only can Chromebooks be lighter and smaller than the average laptop, they're generally less expensive, too.

**3**

**Operating system**: traditional laptops run on an operating system called Windows 10, and they run Windows applications.

Chromebooks run Chrome OS, which is based on the Chrome web browser. If you lose or forget your laptop or if something goes wrong you really have an issue because you can't continue working. With a Chromebook you basically log in with your credentials into a new device and you can continue to work.

**4**

**Storage**: Windows laptops usually have a lot of local storage, from 128GB on the low end. This means you have much more flexibility to run programs or do complex tasks, but it's heavy going, and tends to be slower to load, and needs regular updates.

Chromebooks typically include about 16GB of storage. You're not expected to keep files on the device. Instead, you back them up online to Google Drive. This is actually far more secure. If your laptop was damaged or stolen, all your files would be safe and sound. Chromebooks are also designed to save your documents online in the 'cloud', using services like Google Workspace.

*Chrome Enterprise and Chrome OS become faster and faster as Google updates the system.*
**- Claudio Ippolito, Chrome Customer engineer for the Benelux region**

**5**

**Chromebook Battery life:** Chromebooks last and last: 10 or 12-hour battery life is typical. Windows laptops can last from 5 hours to over 10 hours, depending on what you spend.

Again, it all comes back to the low-impact Chrome operating system, plus the fact there's no battery-hungry internal hard drive on a Chromebook.

*When we look at laptops, we could say that the product is linked to the user. In Chrome OS it's the opposite: you as a user are linked to Chrome OS and the Chromebook that you use doesn't matter. You can log in to your Google account no matter if you are using a Chromebook, a Chromebox, or a Chromebase. Your login credentials are basically you, instead of your device.*

**- Bart Janssens, Country Manager for Acer for the Benelux**

## Productivity gains with Chromebooks

There is a massive productivity gain opportunity when your organisation decides to go for Chromebooks. Once a Chromebook is Enterprise-enrolled, which takes only 10 seconds, there will be no maintenance anymore. That means that you will be able to save time in the following aspects:

### IT department productivity gains

- Imaging a PC before handover to the employee - not needed anymore
- Image updates - not needed anymore because Chrome OS updates itself
- No Anti-virus: you don't need an antivirus with Chrome OS. The device is a read-only device which means that all the installed apps and extensions can't modify the OS.

### End-user productivity gains

- No more waiting before the laptop starts up: a Chromebook boots up in 6 seconds
- No more waiting for updates: a Chromebook update happens in the background so you won't see this message anymore

*This means you do not need to purchase, download, or install any antivirus software for your Chromebook.*

**- Bart Janssens, Country Manager for Acer for the Benelux**

**Chromebooks help organisations in 3 primary areas:**

1. **Reduced acquisition costs**, including hardware and software.
2. **Reduced operational costs,** including deployment, administration, support, maintenance, and power.
3. **Improved business uptime,** including lower data risk, increased user productivity, and less downtime.

## Built-in protection & Multi-layered security

The holy grail of a Chromebook is safety, says Bart Janssens, Country Manager for Acer for the Benelux.

Protecting your company data and users while making sure your employees can work without interruption is key. Chromebooks use the principle of "defense in depth" to provide multiple layers of protection, so if any layer is bypassed, others are still in effect. It will not even damage your device. Chromebooks let you breathe just a little bit easier.

Your Chromebook has the following security features built-in:
- Automatic updates
- Sandboxing
- Verified Boot
- Data Encryption
- Recovery Mode

## Configure your Chromebook fleet for ultimate security

A Chromebook is already an ultra-secure computer straight out of the box.

*All your applications are in the cloud and can't be affected. So basically it's a fully protected environment and so far there has not been a Chromebook that has been hacked so that's pretty much the proof in the pudding right?*

**- Jeremy Bonnevalle, COO at Fourcast by Devoteam**

From an IT point of view, it's super easy to maintain, which for a company is also important if you look at the total cost of ownership.

**Chromebook Enterprise devices, as well as Chromebooks with Chrome Enterprise Upgrade, offer a variety of important enterprise capabilities, like:**

- Advanced security protections
- Flexible access
- Simplified management
- Orchestration.

Whatever your reasons, here are some ways to fortify your Chromebook's security structure.

## Two-factor authentication

You can enforce two-factor authentication to your fleet of devices. This generates a text message or a code through the Google Authenticator app that is required for any new login.

## Ensure that Chrome OS is up-to-date

*The best practice when we look at security is to always keep your devices updated and to have all your applications on the latest versions because they come with security patches. With Chrome OS these updates just happen automatically from the cloud.*

**- Claudio Ippolito, Chrome Customer engineer for the Benelux region**

With each upgrade released for Chrome OS, vulnerabilities are patched and new features are added. Updates must be applied as soon as possible.

As an Admin you can enforce these updates for your users so the Chromebooks are always running the latest and most secure version. If you think about all the complexity that you're leaving behind (updating the antivirus software, updating the backup and recovery systems,...), you will not hesitate any longer to opt for Chrome OS for your business. With Chrome OS you're immediately ready to do your business.

**Chrome Enterprise Upgrade**



Unlock enterprise-grade capabilities

For Chrome OS environments, we recommend organisations to purchase Chrome Enterprise Upgrade to manage Chrome devices. This console allows you to configure devices with enterprise policies, provide fleet management, and complete administrative tasks such as configuring your network and printers.

## Total cost of ownership of Chromebook

A Chromebook has become the computer-of-choice in a lot of businesses. But why?

When we look at the total cost of ownership of a Chromebook, we look at different aspects

- The maintenance
- A lower cost of IT operations

With the least expensive models priced at **$189**, Chromebooks are undisputedly the most affordable computers.

The deployment of the Chromebook and the management of the device are done very simply, centrally, and remotely "says Claudio Ippolito.



*For every **1,000 active users**, there are only 1**9 support requests per year on Chrome OS,** compared to **33** on Linux environments, **53** on Macs, and 95 on Windows.*

*Instead of having 10 IT employees to maintain those 1.000 units, you basically need one IT employee to maintain 1000 units. So, it's not only that a Chromebook is cheaper, it's the total solution that is from a financial point of view an interesting decision for any company.*

**- Bart Janssens, Country Manager for Acer for the Benelux**

If we add to this the reduction in license costs, linked to the exemption from using a third-party antivirus or an asset management tool, which are natively integrated services, the TCO is already starting to drop seriously.

**Annual per device admin savings**

When we take a look at the annual per device admin savings, we see that **IT can save up to $482 per device per year.**

(ESG, Quantifying the Value of Chromebooks with Chrome Enterprise, 2018)

- Elimination of Virus Definition Updates: annual savings per device $44
- Simplified Software Updates: annual savings per device $308
- Simpler OS Patching: annual savings per device $50
- Avoidance of Hardware Updates: annual savings per device $22
- Elimination of Device & Data Backup: annual savings per device $58
- Elimination of Virus Definition Updates: annual savings per device $44

**Making changes to all your Chromebooks**

If you want to make a change, the IT Admin just goes into the **Google Admin console** to make the change on the software or the hardware.

This change will be deployed to all devices in a matter of seconds which has a lot of productivity advantages for the IT department and is also one of the reasons why the total cost of ownership of such a device is much lower than a Macbook or Windows laptop.

**Use Case - Healthcare Organisation that switched to Chromebooks**

Chrome OS and Chromebooks have seen rapid adoption in the healthcare sector. Let's take a look at a healthcare organisation in the Netherlands that has a lot of people working in the field.

They needed a **small, portable device** that had **connectivity** (an LTE module) so that their people could do their work very quickly; untethered from location, connecting their staff to data-driven systems so they can focus on what's most important: delivering good patient care.

**Annual per device admin savings**

The organisation gave the devices to some of their employees to test them out in the field and they got great feedback:

- "I can do my work wherever I am"
- "The device is always working and is very easy to use"
- "The device boots up super fast"

> *The caregivers really like to work with an 11-inch LTE model. They like that all the electronic patient files are in the cloud and that the tools they're using to add appointments to their calendars and to check their emails are in the cloud too.*
>
> *By deploying these Chromebooks, we provided them with easy, mobile access to apps and virtualised clinical software.*
>
> **-Alex Lancee, Head of Chrome Enterprise Benelux & Nordic Countries at Google**

**Tips & tricks for companies that want to choose Chromebooks**

You must be informed about the change that you are going to make.  Analyse which kind of applications your users use daily. It's important that you go to a reseller that really knows about Chrome Enterprise and Chrome OS before you take any steps.

1. Think about your transition to a Chrome ecosystem
2. Find the right partner
3. Replenish your hardware: purchase the right Chrome devices

> *You must be informed about the change that you are going to make.*
>
> **-  Bart Janssens, Country Manager for Acer for the Benelux**

# CONCLUSION

Switching to a work from home situation is already hard but it also brings a lot of security issues and security threats. Chrome Enterprise's innovative cloud-native approach to security proactively helps to protect enterprise data, while keeping your business safe.

**Start fast, stay safe**

Chrome Enterprise and Chromebooks can drive your organisation forward with a wide array of advantages, helping you in the digital transformation of your enterprise and the creation of a digital workplace. You can start and already gain results by choosing Chrome Enterprise for specific use cases.

Chromebooks and the Chrome Enterprise are great solutions particularly for IT administrators who find themselves suddenly supporting an increased number of remote users.

With all of the security features of Chrome Enterprise, the reduced employee downtime & increased productivity, making the switch to Chrome Enterprise has never been a smarter investment for your business than now.

**Powerful combination to provide a seamless remote experience**

From Google's Cloud Platform public cloud services to Chrome Enterprise, Chromebooks, and Google Workspace, Google is well-positioned to deliver a seamless work-from-home experience that simplifies IT operations.

**Find the right partner**

At Fourcast by Devoteam we think along with companies. We analyse your current environment, apps and, collaboration tools. We then analyse how an operating system like Chrome OS would fit into your current environment.

> **If you're interested in investing in Chrome Enterprise for your organisation or are unsure if it would be a fit for your company and employees, feel free to schedule a conversation with our Chrome Experts to learn more and unlock your business's true potential.**

**Fourcast by Devoteam is a Google Cloud Premier Partner.**
**Whatever Cloud solution, product or service you want to implement - we are here to help.**

As a trusted Google Cloud Premier partner, we bring in our expertise in different shapes and forms. From strong change management to technical excellence and an innovative mindset: we've got what it takes to inspire you and make your projects succeed.

**Working with us will bring your organisation:**

**Expertise**
We have a vast experience with Cloud projects at customers in different industries and segments. Whatever need you have, our experts can identify the right solution for your use case and execute accordingly.

**Transformation**
Change is sometimes difficult, but necessary for IT projects to succeed. We make sure the transformation really takes place and sticks for everyone.

**Innovation**
Rest assured that you'll benefit from the latest technologies, tools & updates. Our certified engineers & consultants always stay up to date & make sure your organisation is, too.

**The full scope**
We have a crack for looking beyond only one technology or solution for your project and need, seeing the bigger picture and thinking with you how to get the biggest benefit for your entire organisation.

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