Working and Learning from Home

AWS solutions for remote employees, students, and contact center agents

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Agenda

→ AWS solutions for remote employees, students, and contact center agents

→ How to get started
Amazon WorkSpaces, Amazon Connect, Amazon Chime

→ Next steps and Q&A

More details available at https://aws.amazon.com/remote-work-learning/

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The way we work is changing

→ The globalization of the economy has driven the need to work from anywhere, with anyone at any time.

→ You can no longer assume that all your work gets done within the confines of the traditional office.

→ Organizations are increasingly looking for options for employees to work securely from any location.

COVID-19 and remote working

→ The COVID-19 pandemic has impacted how we live, work, and communicate.

→ Businesses need to maintain continuity as their employees work from home.

→ Increased number of remote workers places huge pressure on IT teams to provide fast, secure, and easy access to corporate applications while employees work from their home.
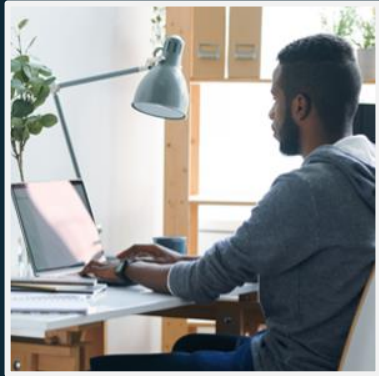
How do I enable my employees and students to remotely access the applications they need?

How do my employees and students engage with each other using audio and video conferencing at scale?

How do I keep my contact center operational while my staff are all working from home?

How can my VPN service scale to handle peak demand when unexpected events require many of my employees to work remotely?
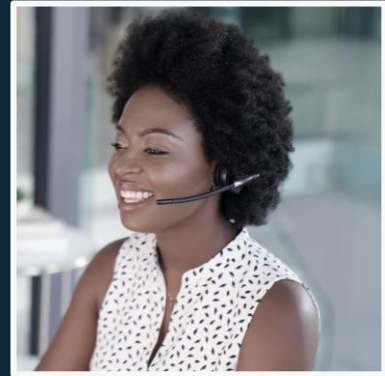
AWS is actively helping organizations quickly scale their technology and infrastructure to enable remote workers, students, and contact center agents to work securely from home.

Employees

Students

Contact center agents

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Remote work and learning solutions

Cloud desktops, applications, content collaboration

amazon
WorkSpaces

Access your desktop
anywhere, anytime, from
any device

amazon
AppStream 2.0

Securely deliver desktop
applications to any
computer

amazon
WorkDocs

Secure content
collaboration, simplified

**Remote communication
and collaboration**

**Virtual
contact center**

**Secure
remote network access**

amazon
Chime

Working
together, simplified

amazon
Connect

Easy-to-use cloud
contact center

AWS
Client VPN

Securely access any
resources from anywhere

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Why AWS for remote work and learning?

Security

Scalability

Gat Started for Free Pay-as-you-go
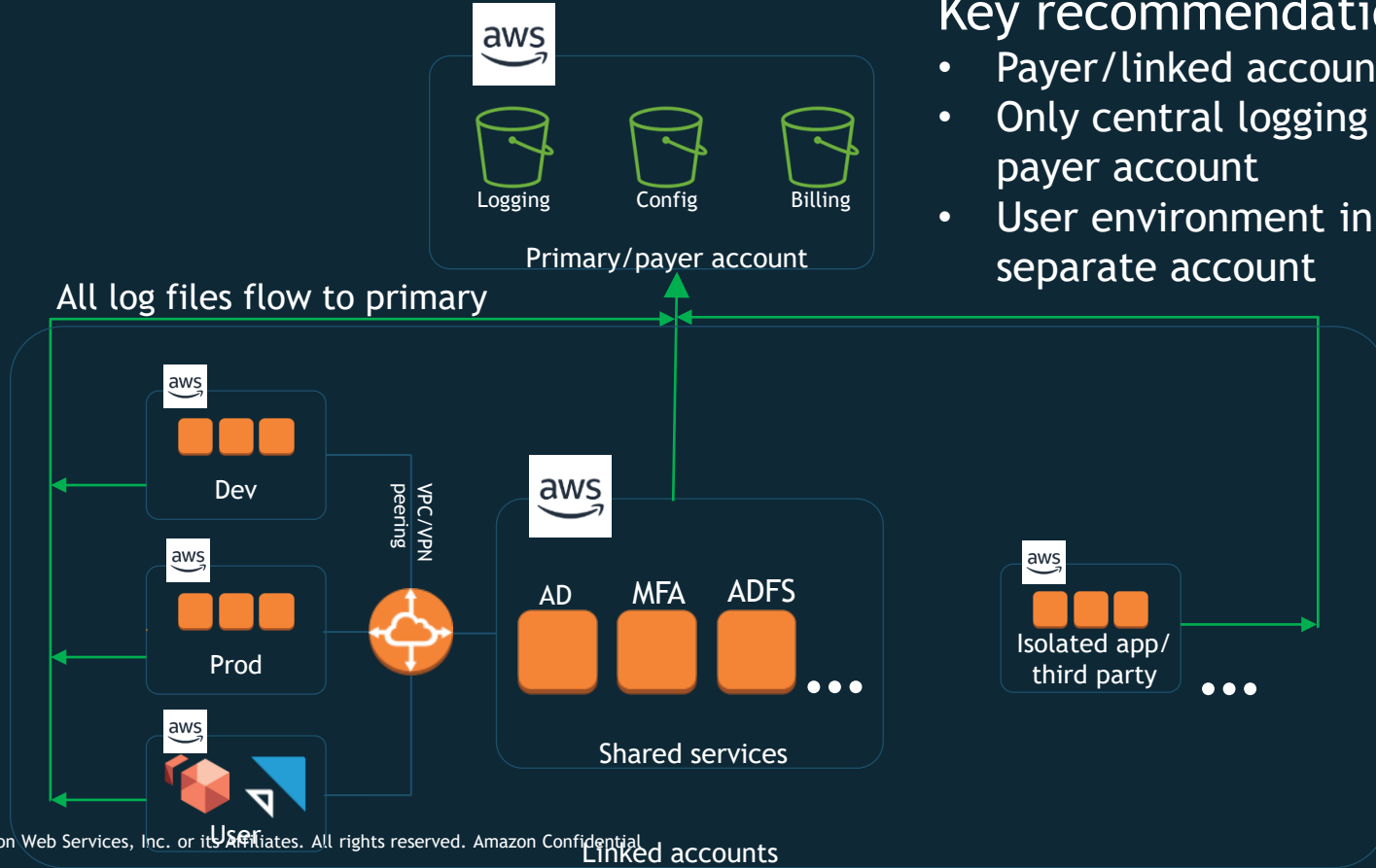
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Amazon WorkSpaces

Amazon WorkSpaces is a managed and secure Desktop-as-a-Service (DaaS) solution that helps mobile and remote employees access the applications from anywhere by delivering a full cloud desktop.

For more information visit:
https://aws.amazon.com/workspaces/

AWS account structure

Key recommendations

- Payer/linked account structure
- Only central logging in payer account
- User environment in separate account

Logging   Config   Billing

Primary/payer account

All log files flow to primary

Dev

VPC/VPN peering

Prod

AD   MFA   ADFS

Shared services

Isolated app/ third party

User

Linked accounts

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Amazon AppStream 2.0

Amazon AppStream 2.0 is a fully managed application streaming service that allows your remote workers or students access to the applications they need on any computer, whether they're in the classroom, the library, a cafe, or at home.

For more information visit:
https://aws.amazon.com/appstream2/

Amazon Chime

Amazon Chime is a communications service that lets you meet, chat, and place business calls inside and outside your organization, all using a single application. Developers can use Amazon Chime SDK to add real-time communications to their own applications.

Resources: Customers can learn more at the Amazon Chime website, get Amazon Chime for their organization (setup instructions or video), and provide their end users with videos, instructions, or training material.

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How to get started

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Offers to help for new customers

Cloud desktops, applications, content collaboration

amazon
WorkSpaces

Up to 50 WorkSpaces
through June 2020

amazon
AppStream 2.0

Up to 40 hours

amazon
WorkDocs

Up to 50 users through June
2020

Remote communication
and collaboration

Virtual
contact center

amazon
Chime

All Chime Pro features at no
cost through June 2020

amazon
Connect

Up to 90 minutes

aws

Next steps

Sign up for an
AWS account

Get started with a
special offer

Enable your remote
employees, students, and
contact center agents

aws

Thank you!

More details available at https://aws.amazon.com/remote-work-learning/

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