Using Digital Identity to Improve Field Workforce Management

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Agenda

• Product overview of MicroStrategy Usher

• Secure access to enterprise assets anywhere with the Usher Badge
  • Facilities access
  • Logical systems access
  • Access analytics

• Coordinate and communicate with Usher Professional
  • Location awareness and telemetry
  • Two way communications
The Modern Enterprise
An amalgamation of physical and logical assets
Usher Product Offerings

**Usher Badge Client**
- Elegant and feature-rich digital identity
- Replaces traditional forms of identity such as ID cards, passwords, tokens with mobile identity badges on a smartphone

**Usher Professional Client**
- Powerful communicator and workforce productivity solution
- Allows you to identify, communicate with, organize, and track users

**Usher Analytics Application**
- MicroStrategy Analytics with Usher-generated data
- Allows you to build and deliver sophisticated reports and visual analyses on your organization’s access and authorization data

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Logical System Access
Securely access applications, portals and workstations from anywhere in the world

- Ensure proper access for remote employees
- Control access by geographic and time-based controls
- Create an instant and accurate record of system access
- Use analytics to optimize license purchase and system availability
Physical Gateway Access
Permission traveling employees with seamless access to field offices

- Tap an **Usher Key**
- Scan an **Usher Stamp**
- Automatically unlock doors with **Bluetooth**
Usher Analytics
Real time, insightful analytics into access scenarios for compliance, auditing, and efficiency

• Understand which physical and logical assets are being accessed, when they are being accessed, and by whom.

• Receive instant notification of anomalous or suspicious activity

• Allocate licenses to where they are needed most in real time
Location Awareness and Telemetry Capture
Understand where your field teams are and coordinate effective actions

With Usher Professional, managers have the ability to locate their teams on a map and coordinate with them to create operational efficiencies or streamline logistical routing plans.
Send and Receive Secure Communications

Search for team members, muster groups, and send targeted messages to your team

- Search by active directory attributes
- Create ad hoc groups and save them
- Communicate directly with teams and individuals
  - SMS/Message
  - Phone calls
  - Secure in app messaging
Use Cases

Food for thought on how you can utilize this powerful solution to manage your field workforce

- Overlay field sales teams with customer data
- Locate subject matter experts nearby
- Track deliveries along a logistics chain
- Coordinate emergency teams for incident response
- Provision temporary or “hotelled” work spaces for remote employees
- Allow peer to peer validation of remote employees or between employees and customers
Thank You