

Endpoint Computing's Next Chapter: Employee Experience

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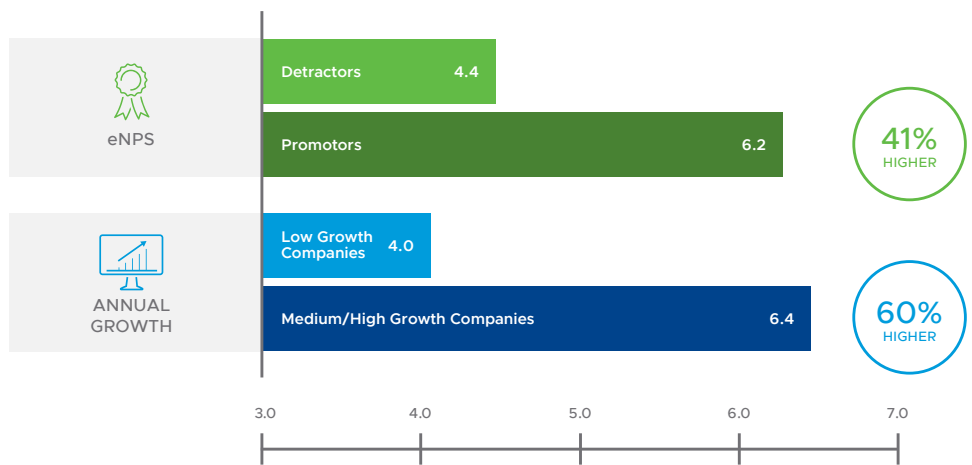
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Introduction

Employee experience is emerging as a strategic imperative as a growing number of studies are finding a direct correlation between a positive employee experience and business outcomes. When employee experiences are meaningful and fulfilling, employees are more engaged and productive. And in fact, a link between employee job satisfaction and customer experience is also emerging. Conversely, companies that do not invest in employee experience are finding it difficult to recruit and retain employees which negatively impacts the business overall. Addressing employee experience holistically – from hire through retire – must be at the heart of every company’s digital workspace design and is paramount to workforce transformation success.

Employee Experience Drives Business Results

Digital Employee Experience Strongly Correlates to Business Performance*



*Based on Composite Employee Experience Scores VMware Global Survey 2019 on Digital Employee Experience

Caption: VMware research showed a direct correlation between digital employee experience and business performance.

“Only 12% of all technology purchasing decisions happen outside of IT, which means I&O pros are some of the primary designers of a focused technology experience.”

FORRESTER REPORT 2019, HOW TO WAKE UP FROM THE NIGHTMARE OF WORKPLACE TECHNOLOGY DISTRACTION

Previously, many organizations held HR solely accountable for employee experience. However, increasingly more companies, especially those well on their digital transformation journey, embrace employee experience as a cross discipline activity that requires the support of other departments including LOB, IT, facilities and legal. Additionally, as employee experience is influenced by 3 primary factors – company culture, technology, and physical experience and given technology contributes to all 3 areas, IT must be an active participant.

With the IT organization, end user computing managers are well positioned to address the top issues identified by employees as critical to a positive experience:

- Easy access to applications and data and device choice
- Collaborative and meaningful work
- Flexible work options

This paper will explore how market-leading intelligence driven VMware Workspace ONE digital workspace solution significantly improves employee experiences across the entire employee life cycle.

VMware Workspace ONE improves employee experiences across the life cycle

VMware Workspace ONE™, the market leader in digital workspaces with millions of devices under management, combines access control, application management, and unified endpoint management in a single integrated solution. With Workspace ONE, IT can more confidently empower employees to be productive by providing access to the resources they need while simultaneously advancing the organization's modern management and zero trust security initiatives.



Caption: VMware Workspace ONE enables IT to deliver consistent and engaging experiences.

Workspace ONE provides unique capabilities at each phase of the employee life cycle. The sections that follow will explore these capabilities in greater detail.

Workspace ONE unique capabilities at each stage

Day 1 – Onboarding	Day 2+	Offboarding
<ul style="list-style-type: none"> • Over-the-air provisioning • Auto-enrollment • Secure access and authentication • Personalized app catalog and home page • SSO to any app • Mobile flows automates tasks 	<ul style="list-style-type: none"> • Media-rich directory with integrated collaboration • Corporate communications powered by custom notifications and mobile flows • Personalized home page • Remote control and support • Secure productivity apps 	<ul style="list-style-type: none"> • Transition assistance (e.g. alumni, 401K roll-over) • Automated unenrollment (device, apps, entitlements, access)

Day 1 - Onboarding

Onboarding can be extremely time-consuming particularly if an employee has multiple devices, requires different type of applications (virtual, SaaS, mobile, web) and works in a remote location. Fortunately, Workspace ONE simplifies the onboarding process and not only delivers a better user experience, but also reduces IT cost.

Over-the-air provisioning and auto-enrollment

Workspace ONE UEM modern management removes many onboarding complexities across different platforms including Windows, Mac, iOS and Android.

For Windows users, through a partnership between VMware and Dell, IT organizations can arrange to drop-ship Windows 10 devices directly to the user. Upon first boot, a user simply enrolls into Workspace ONE. Device configuration and the employee's personalized app catalog are automatically downloaded from the cloud ready for use. This includes Win32 applications which IT can preload in the Dell factory using an exported PKG file from Workspace ONE.

MacBook and iOS users also enjoy an easy onboarding experience especially when using Workspace ONE UEM in combination with Apple's Device Enrollment Program (DEP). Using DEP, IT organizations leverage Workspace ONE UEM to enroll devices on behalf of their users. This approach minimizes the number of iOS Setup Assistant screens a user would otherwise have to complete. Upon receiving a pre-configured MacBook or iOS smartphone, similar to Windows users, an employee simply launches the Workspace ONE app to gain immediate access to native apps as well as other apps (virtual, SaaS and web) and even virtual desktops.

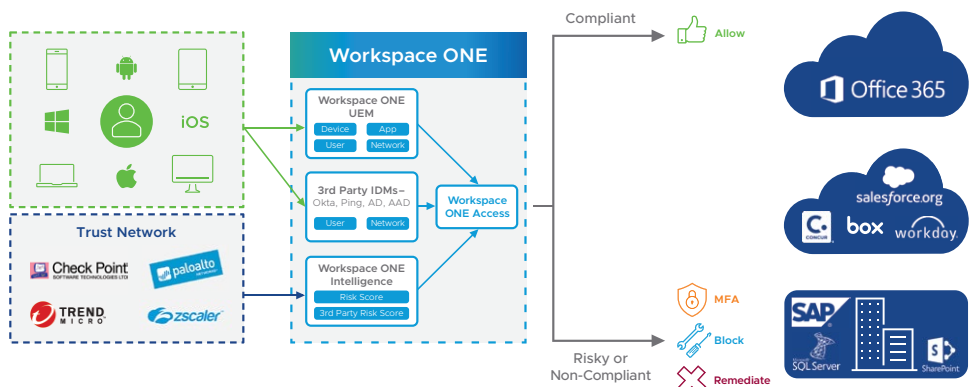
Workspace ONE also simplifies onboarding for Android users through either the Android Work Managed Device or Work Profile enrollment process. Both approaches are supported by Workspace ONE UEM. Android Work Managed Device Zero Touch is the easiest enrollment approach as no user interaction is required. With Android Work Managed Device Zero Touch, when an employee connects the Android device to the Internet, the Workspace ONE UEM agent is automatically downloaded to the device and enrollment details are automatically passed to the device. At this point, employees simply launch Workspace ONE to access their personal apps.

Secure authentication and access with federated identity

For secure access and authentication to company resources, Workspace ONE Access acts as a broker between an organization's identity provider and Workspace ONE. In addition, Workspace ONE Access leverages information from Workspace ONE UEM to enforce risk-based conditional access such as restricting access to applications if devices are non-compliant.

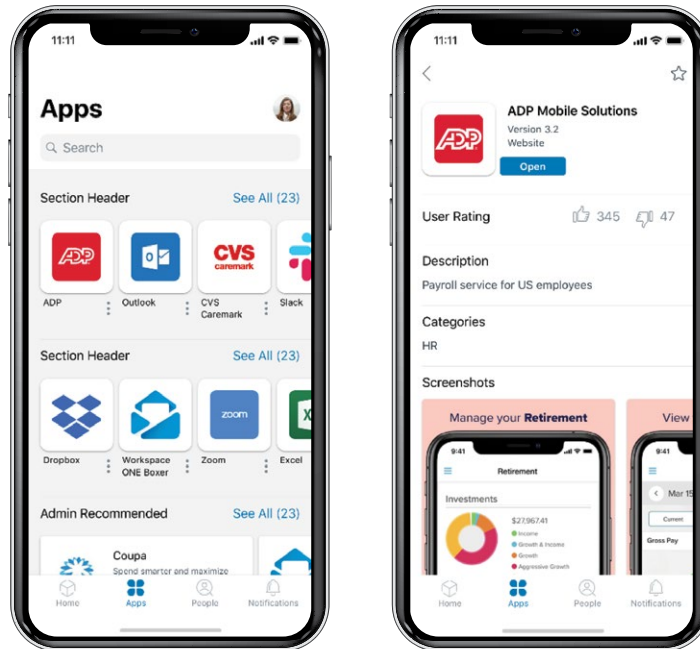
Risk Based Conditional Access and SSO to Enterprise Data

Secure access to all enterprise applications



Personalized app catalog and SSO

Workspace One Intelligent Hub is the central launchpad for employees to securely access apps, workflows, notifications and connect with colleagues. Using Workspace ONE Intelligent Hub, employees can instantly access their personalized enterprise app catalog with curated and recommended apps enriched with ratings to help guide employees. From their app catalog, users can subscribe and SSO to any SaaS, mobile, or native app in addition to accessing their virtual apps and desktops.



For employees with multiple devices, employees can easily move between the devices with minimal interruption. For example, using a Windows laptop or MacBook an employee can log into a virtual desktop and launch an application and then continue to work on the same application when having to move to a mobile device – picking up exactly at the same spot.

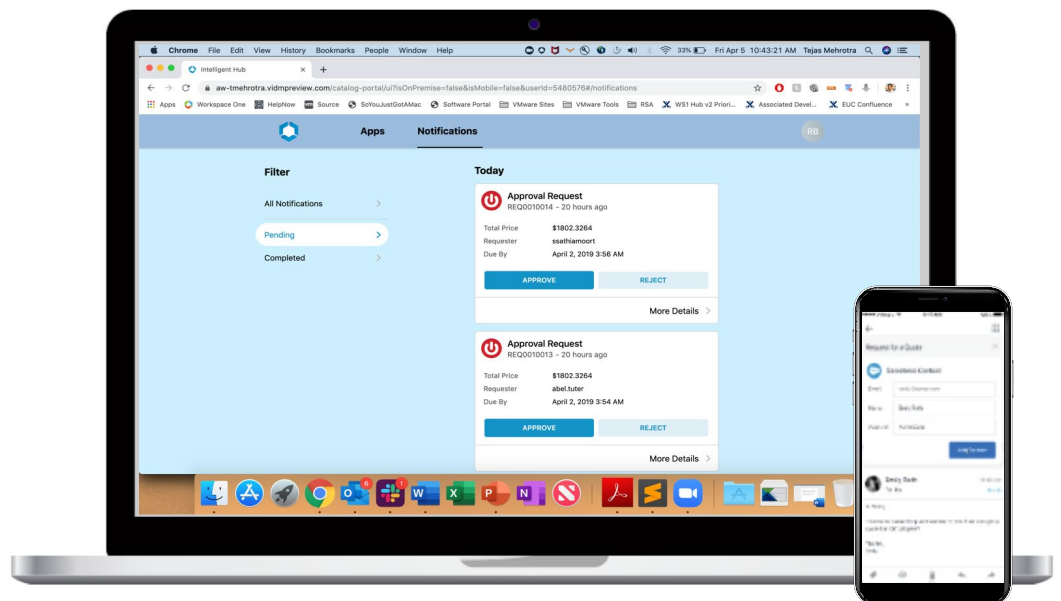
Multiple on-boarding scenarios

Workspace ONE is extremely versatile in managing a host of different on-boarding scenarios. For example, Workspace ONE MAM-only is perfect for onboarding non-traditional workers such as contractors given IT may be restricted from fully managing contractors' devices. Workspace ONE can also be used to on-board users in a shared device scenario which is common in the healthcare and financial services industries. Under a shared device scenario, a new user simply logs into a personal workspace using company provided credentials and immediately has access to relevant apps and data.

Quick start with mobile flows

Mobile flows give IT and internal development teams a simple, standardized approach to deliver intelligent workflows and notifications from other back-end systems to help users perform tasks. Mobile flows eliminate the need for an end user to use multiple apps or visit multiple websites to perform these tasks. Workspace ONE provides a number of pre-packaged mobile flow connects with popular applications including ServiceNOW, Salesforce and Concur. Customers can also create custom connectors.

Mobile workflows can play a critical role in delivering a great user experience early in the employee's life cycle. For example, mobile flows can make it easy for an employee to order a company credit card, enroll in benefits, and select office equipment such as an ergonomic chair.



Day 2 +

Workspace ONE continues to deliver positive employee experiences beyond Day 1 throughout the employee's life cycle. In particular, Workspace ONE helps employees learn new procedures and easily collaborate with colleagues.

Media rich directory

Employees can engage with co-workers using an online company directory complete with rich media profiles. With a single touch, employees can chat, text or call colleagues.



Personalized home page

A manager can play a major role in enhancing an employee's experience by working with IT to define a custom home page for the user using Intelligent Hub. The home page can serve as an intranet to help the employee quickly find relevant information and news specifically curated based on the employee's role. This page can also be utilized as a training platform to make the employee aware of various education courses for skill and career development.

Adaptable workspaces

Workspace ONE provides the flexibility to easily modify workspaces through the employee's life cycle when needed. For example, an employee who has moved into a new department can simply launch Workspace ONE Hub on the first day of their new role and access the apps and data that are now relevant to the new position – all of which has been done seamlessly in the background without any effort by the user.

Corporate communications powered by custom notifications and mobile flows

Workspace ONE helps to keep employees engaged on an ongoing basis by delivering personalized communications via the Notifications service. Notifications include custom texts, actions, and priorities that can be shared among custom groups. Notifications can be used for corporate communications such as reminders of compliance training, company all-hands meetings, and system outage alerts.

Notifications can be used in combination with mobile flows that give employees in-the-moment information that allows them to complete tasks and take actions across business systems without having to launch the apps. For example, using pre-built connectors with popular apps including Salesforce, Concur and ServiceNOW, employees can easily arrange travel, submit expense reports, approve sales quotes and track the status of their trouble ticket. Custom notifications are easy to create with the Workspace ONE Notification Builder wizard.

Workspace ONE Intelligence

Workspace ONE Intelligence, a key component of the Workspace ONE platform, aggregates and correlates data across the digital workspace (devices and endpoints, users, apps, network and more). It provides rich visualization and automation of tasks that help IT teams make data driven decisions that improve employee's experiences, save time, and reduce security threats. For example, Workspace ONE Intelligence can identify and remediate problems contributing to poor application performance due to network latency. IT can also leverage insights to proactively order a battery replacement for a Windows 10 device before the battery expires and avoid any user downtime.

Workspace ONE Intelligence offers the most robust security data repository of any other workspace solution. Workspace ONE Intelligence leverages data from the Workspace ONE Trust Network comprised of leading endpoint protection, MTD and CASB security partners for increased threat detection and remediation. Workspace ONE Intelligence also collections information from the National Vulnerability Database. This rich set of security data is continuously aggregated and correlated to proactively prevent security incidents. For example, matching CVE data from the National Vulnerability Database with Workspace ONE UEM enables faster and more targeted patch management.

Virtual assistant

Employee experiences are further enhanced with Workspace One integrated, Virtual Assistant powered by AI. Workspace ONE Virtual Assistant saves employees time by making it easy to find information such as common office procedures. For example, employees can ask Workspace ONE Virtual Assistant to help them enroll into the company's Employee Stock Purchase Program, add dependents to receive healthcare benefits, and learn about the firm's travel insurance coverage. Similarly, employees can use Workspace ONE Virtual Assistant to help with IT procedures such as ordering a new device and gaining insights into the company's BYOD policies.

Remote control and support

Workspace ONE Assist addresses one of employees' biggest experience pain points – poor help desk support. Using Assist, help desk administrators can remotely access system logs and configuration files to quickly diagnose and fix problems. In addition, remote view commands provide administrators access to a user's device for rapid resolution.

Secure consumer simple productivity apps

Productivity apps are generally the most common type of applications used by employees and, therefore, they play a critical role in an employee's work experience. Workspace ONE provides secure productivity applications that are modeled after consumer applications for simplicity and ease of use. Workspace ONE productivity applications include:

- **Workspace ONE Intelligent Hub** – single app catalog and enhanced user experience with services such as mobile flows and notifications
- **Workspace ONE Boxer** – a secure, better-than-native email, calendar, and contacts application
- **Workspace ONE Web** – gives users instant access to corporate intranet sites securely without requiring a VPN connection
- **Workspace ONE Content** – empowers users to access, distribute, and share file stored in enterprise content manage systems
- **Workspace ONE Notebook** – gives users the power to capture, organize, and share thoughts, ideas, meeting notes, images, handwriting and more while safeguarding user data
- **Workspace ONE Send** – for Office 365 files managed by Intune, Workspace ONE Send offers seamless and secure opening, editing and sharing of Office 365 files between native Microsoft Office apps and Workspace ONE secure productivity apps

Offboarding

Inevitably, employees will leave the organization. Workspace ONE makes departing, including the offboarding process, a pleasant experience for the employee. For example, Workspace ONE Virtual Assistant can provide employees answers related to alumni benefits and 401K roll-over. For an employee that used their own personal device for work (BYOD), IT can easily wipe corporate apps and data on the employee's device without touching the employee's personal apps and data and removing access to corporate resources.

Summary

Leading organizations at the forefront of digital transformation recognize the importance and benefits of delivering employee experiences that are meaningful and fulfilling. They also understand that positive employee experiences require the participation of several departments including IT. And in particular, endpoint computing managers can lead IT by leveraging Workspace ONE's intelligence-driven digital workspace platform with unique capabilities including intelligent analytics, Virtual Assistant, notifications, and workflows to enhance the user experience across the entire employee life cycle.

To learn more about how to empower the digital workspace, please visit vmware.com/it-priorities/empower-digital-workspace.html

