Seven Elements to a Successful Anywhere Workspace
with VMware Workspace ONE Intelligent Hub

Get Started
The Expanding Distributed Workforce

The digital workspace has emerged as the way IT delivers services to employees, from onboarding to offboarding, to assigning and completing everyday tasks.

While 30 percent of employees previously worked remotely at least some of the time, Gartner predicts that post-Covid-19 that number will rise to 41 percent. To keep pace with the speed of business in this new normal, organizations must flexibly support their expanding digital workforce at work and at home.

The news isn’t all bad. Employees welcome the flexibility and freedom the digital workspace brings. Remote work support enhances employee experience, which increases employee engagement and productivity, resulting in lower turnover, better customer experiences, and business success.

Source: Gartner, Inc. “Gartner HR Survey Reveals 43% of Employees Likely to Work Remotely at Least Some of the Time Post Coronavirus Pandemic.”
1 Unified App Catalog with SSO

No matter how employees choose to work, accessing key apps is critical.

The VMware Workspace ONE® Intelligent Hub provides a unified app catalog (virtual apps and desktops, SaaS apps, web apps, native mobile, and desktop apps) in a single view for employees to easily search for, view and launch apps all in one place.

Employees can access the app catalog natively from corporate or personal devices running iOS, Android, macOS or Windows 10, and from a browser window.

The app catalog is easily accessible by remote workers through single sign-on (SSO). SSO is highly secure, creates a better employee experience, and reduces the number of help desk tickets for password resets.

• Employees can personalize their experience by customizing their favorite or most-accessed apps for easy search.
• Native integrations such as Spotlight search on Mac make it easy to launch apps.
• Employees can opt-in to a weekly digest of new apps.

88% of survey respondents agree that the ability to easily find and install the right apps needed for work is important.

2 Employee Self-Service

Self-service is a great way to provide a consumer-like experience to employees and is required for attracting a new generation of digital workers who expect self-service. Self-service is also critical for IT to be able to scale and support the distributed experience across different user types. Workspace ONE Intelligent Hub supports employee self-service with:

• Brand your Support tab to reflect your organization’s IT help desk.
• Link to top knowledge base (KB) solution articles, IT help desk sites, and solutions.
• Allow employees to easily onboard new devices, manage existing devices, and more.
• Guide employees through common tasks like opening a ticket, ordering a device, and more.
• Allow employees to easily manage and view existing tickets.

Half of workers prefer digital interactions for common HR tasks.

Source: PWC. “Our status with tech at work: it’s complicated.”
3 Internal Communications

Communication is key to keeping everyone engaged on distributed teams. Organizations can use Workspace ONE for

• Corporate communications
• Intranet news and updates

Workspace ONE Notifications do not require email and can be

• Normal, High or Urgent priority
• Informational or actionable
• Delivered to select group of employees

Users can connect to internal sites with VMware Tunnel™. By setting the Home tab of Intelligent Hub to your intranet site (or any URL), you can increase traffic and visibility and leverage your existing investments.

Organizations that excel at customer experience relative to those with poor customer experience realize 1.5x greater employee engagement.

Source: Forbes. The Unignorable Link Between Employee Experience and Customer Experience.
Discover Colleagues and Connect with a Team

As teams become distributed, or shifts are staggered in an office, it can be a challenge to connect with team members or get to know them.

People Search, a key component of the Intelligent Hub digital workspace, enables employees to search for colleagues, put a face with a name, and reach out to coworkers with email, SMS or phone with one click. They can view team structures and organization flowcharts to understand how colleagues fit in with your company.

Employees can spend up to 20 percent of their time looking for the right information or internal colleague.

5 Measure Employee Sentiment

Listening programs are the best way to understand if employees are engaged and if existing initiatives are working.

Use Workspace ONE Intelligence and Notifications to ask employees to provide feedback and individual responses on a regular cadence.

- Target select groups on specific programs.
- Customize survey questions based on context.
- Analyze results, identify trends, issues and overall employee sentiment to make data-driven decisions.
6 Quick Workflows

Particularly on mobile devices, employees are often faced with cumbersome, repetitive tasks that require flipping from one app to another. This creates a suboptimal experience for them and can be time-consuming.

You can simplify workflows through Workspace ONE Experience Workflows with third-party business systems. Notify employees when there is a new task awaiting them, such as ITSM approval, requisition approval, a new expense report in SAP Concur, and more. With experience workflows, you can provide the context needed to make a decision, so employees can take action right from the notification itself. Quick workflows are available in all Intelligent Hub app versions: mobile, desktop and web. You can create your own using a low-code/no-code builder or deploy ready-to-use, out-of-the-box connectors.
7 Training and Enablement

Intelligent Hub features two types of training:

• Push or corporate-mandated trainings (for example, manager training, security and compliance, etc.).
• Pull or browse, employee-driven training. This type of training is particularly effective with employees who are motivated by continuous learning. You can give them the resources to easily search for and take the courses that support their professional development.

Trainings can integrate with your learning experience platform (LXP).

• Set the Home tab as the landing page of your LXP.
• Send notifications to users about new or required trainings.

68% of respondents prefer completing training in a digital setting.

Source: PwC, “Our status with Tech at Work: It’s Complicated.”
Get Started Today

To learn more about Workspace ONE, visit [vmware.com/products/workspace-one/intelligent-hub](vmware.com/products/workspace-one/intelligent-hub).