

Why Workspace ONE for Frontline Worker Use Cases?

8 reasons why industry leaders trust Workspace ONE for frontline

VMware Workspace ONE® is a digital workspace platform that provides scalable, end-to-end management and security to deliver a seamless employee experience on any device, including assigned, shared use, and kiosks. It's the only UEM with proven, large-scale frontline deployments across all industries, including 10 out of the top 10 global retailers.

See how Workspace ONE can modernize your IT and improve worker productivity and engagement with integrated analytics, automation, and real-time remote support.

Frontline workers rely on a wide range of mission-critical devices, often on different platforms, to access the info, apps and people they need to do their jobs. The challenge for organizations is to securely manage these solutions across deployments while providing the kind of DEX that attracts and retains the best workers.

Recognized as a Leader by Industry Analysts

Don't just take our word for it: Workspace ONE is the only UEM platform consistently recognized as a Leader by the top industry analysts year after year.

10 out of the top 10 global retailers rely on Workspace ONE.

End-to-End Management at Scale

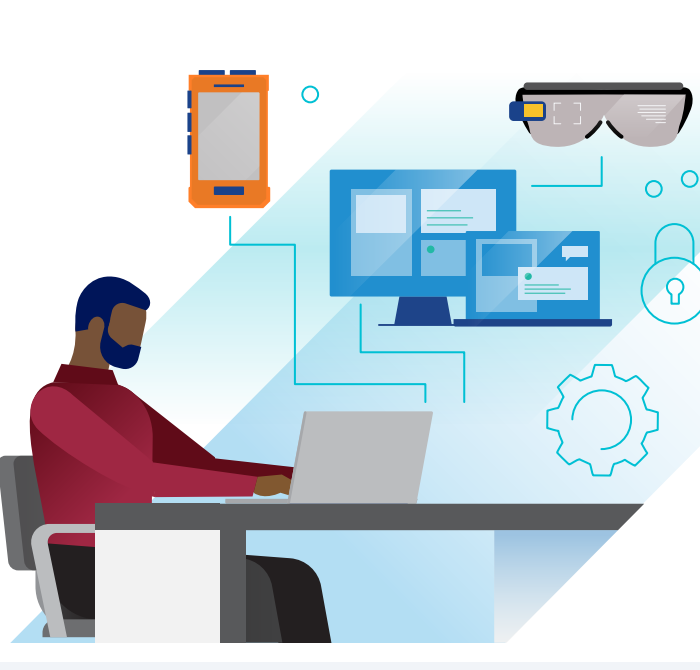


Deploy scalable, end-to-end management and security from a single console across any device type and use case regardless of platform.

Supports: Android, iOS, Windows 10/11/12, macOS, Chrome OS, Linux, Printers, AR/VR

Developed for Frontline Workers

Get the only UEM that supports complex frontline deployments and unattended customer- and patient-facing devices, alongside existing knowledge worker mobile and laptop deployments, all from a single console.



Supports: Android shared use, check-in/check-out, COSU/iOS devices, BYO/COPE, AR/VR headsets, Android/Windows-based kiosks, and digital signage

Digital Workspace / DEX



Great customer experience starts with enabling great employee experience. DEX lays the foundation for top-tier customer service by streamlining frontline worker communications and boosting productivity and collaboration. Plus, measurement and analysis provides insights to remediate issues and ensure proactive support so that employees can trust the technology they're using. At the same time, organizations maximize their end-user computing investments and mitigate lost revenue and productivity by delivering quality IT support.

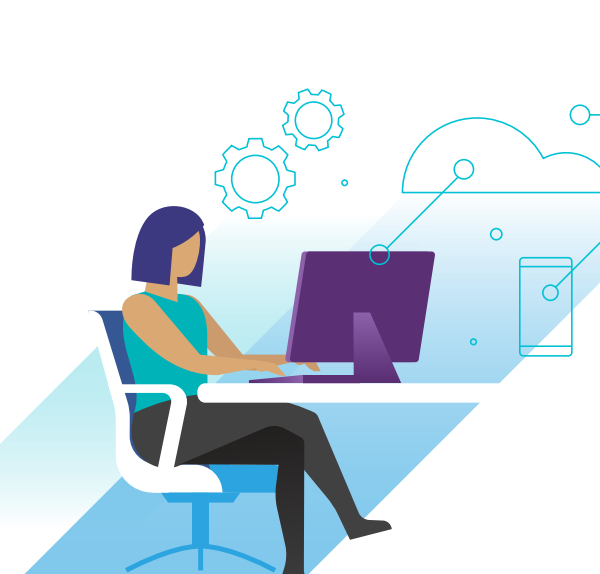
Supports: Workspace ONE Intelligent Hub, Hub Services, Workspace ONE Intelligence, Workspace ONE Digital Employee Experience Management

Shared Device Management

Deliver exceptional employee experiences with the ability to lock devices into single or multi-app mode, UI customization options, and identity and access controls (including check-in/check-out).

Supports: Workspace ONE Launcher, Workspace ONE XR Hub

Analytics and Automation



Leverage insights and analytics to make data-driven decisions with automation to improve DEX and strengthen security. Create tickets in any ITSM tool via REST APIs using custom connectors. Minimize loss of shared use devices, automate device readiness, and monitor existing deployments.

Supports: Workspace ONE Intelligence

Remote Support and Remediation Tools

Minimize downtime and quickly resolve employee device issues with real-time remote view and control capabilities. Monitor for threats ranging from malware and malicious apps to jailbroken devices. In the event of a lost device, automatically remediate with capabilities including remote lock, device wipe, and access control.

Supports: Workspace ONE Assist, Workspace ONE ITSM Connector for ServiceNow

Virtual Apps and Devices



No need to rip and replace your existing POS and EHR hardware. You can efficiently, securely and cost-effectively provide frontline workers with personalized access to virtual desktops and apps across any device, including thin clients, laptops and smartphones. Plus, deliver virtual desktops and apps to quickly modernize outdated IT systems for modern POS and EHR.

Supports: VMware Horizon®

Workspace ONE is the solution of choice for frontline worker deployments

