Top Use Cases for Frontline Workers

**Retail**

- Increasing mobile adoption
- Customer experience with self-checkout
- Inventory control

**Healthcare**

- Mobile prescribing
- Patient privacy and wait times
- Clinical apps and data

**Supply Chain**

- Tracking goods
- Inventory management
- Field service

**Top IT Challenges**

- **Enrollment and Support**
  - Downtime due to device deployments
  - Experience with cashierless technologies

- **Employee Experience**
  - High worker turnover due to poor digital experiences
  - Downtime due to device or app failure

- **Device Management**
  - Uniformity across different settings
  - Flatten support organizations

**Workspace ONE UEM**

- VMware Workspace ONE® Unified Endpoint Management is an intelligence-driven digital workspace platform built to meet the unique management requirements of mission-critical devices used by frontline workers.

**The Case for VMware Unified Endpoint Management (UEM)**

- **Empower workers** with access to the apps, content, and information they need to do their jobs.
- **Experience with cashierless technologies**, enabling workers to access the info, apps, and people they need to do their job.
- **Enable BYO** to deliver critical info to workers' personal devices onsite.

**Top Use Cases at Scale**

- **Retail**
  - Increase traffic
  - Create purchase impulse
  - Promote new products and loyalty programs
- **Healthcare**
  - Improve access to quality care
  - Cut costs with patient privacy and wait times
- **Supply Chain**
  - Decrease worker productivity
  - Increase profitability
  - Transform work processes

**Increased Investment in Digital Transformation**

- Increased investment in digital transformation and employee experience is key to becoming more agile and resilient.
- According to MHI, 85 percent of supply chain leaders expect digital to be the predominant model over the next decade.
- According to RIS, 49 percent of retailers surveyed are increasing their IT budget this year.
- 60 percent of the U.S. workforce are mobile workers.

**Use Case**

- **Increased Productivity and Engagement**
  - Enable BYO to deliver critical info to workers' personal devices onsite.
  - Empower shoppers with self-checkout and experience with cashierless technologies.

**References**


**VMware, Inc.**

3401 Hillview Avenue Palo Alto CA 94304 USA Tel 877-486-9273 Fax 650-427-5001 www.vmware.com