

# Tech Problems Happen. Fix Them Fast with Workspace ONE Assist.

## AT A GLANCE

VMware Workspace ONE Assist is a real-time remote support solution that enables IT and help desk staff to quickly assist employees with mobile and laptop device tasks or issues, decreasing downtime, maximizing productivity, and improving the overall employee experience.

## KEY CAPABILITIES

- Remotely connect to any enrolled device in seconds, directly from the Workspace ONE console
- View and control devices in real-time to quickly assist employees with device tasks or issues
- Notify employees when their personally- or corporate-owned device screen is visible and enable them to pause or end a remote session for enhanced privacy
- Securely access and service corporate-owned unattended or shared devices between shifts or overnight
- Draw on device screen to highlight items for training videos or help guide employees through various tasks
- Enable anyone within a remote session to send and receive private or group messages
- View and export detailed device information, access activity logs, run commands, and manage files and folders
- Invite additional users to a remote session to assist with complex issues with Session Collaboration
- Easily record remote sessions for training or escalation purposes

## Digitally Transform Employee Experience with Remote Support

In today's competitive global economy, prioritizing the digital employee experience (EX) is critical to attracting and retaining skilled employees, fostering innovation, and driving productivity, profit, and strong customer experience. However, technological problems are inevitable, and the same digital tools that empower employees one minute can be a roadblock the next.

VMware Workspace ONE Assist is a comprehensive, fully integrated remote support solution that enables organizations to maximize their end-user computing investments and mitigate lost revenue and productivity by delivering quality IT support. With Workspace ONE Assist, IT and help desk staff can quickly assist employees with mobile and laptop device tasks or issues, with remote view and control capabilities. Workspace ONE Assist enables organizations across all industries and use cases to empower every worker—from IT and help desk staff, to knowledge and frontline workers.



IT / Help Desk Staff



Knowledge Workers



Frontline Workers

## Increase Help Desk Efficiency, While Reducing Support Costs

IT help desks are a critical resource for employees and play an integral part in determining overall EX. However, today's support organizations are overwhelmed with outdated or disparate tools and processes, increased ticket volume and longer resolution times. As digital transformation initiatives continue to accelerate the number and variety of employee apps and devices, a holistic remote support solution is vital. With Workspace ONE Assist, help desk staff can launch fully-functional web-based remote sessions, directly from the Workspace ONE console. This seamless integration, helps support organizations dramatically reduce average handle time (AHT), increase first call resolution (FCR), and ultimately, boost EX.

## Empower Knowledge Workers Across the Entire Device and App Lifecycle

With more employees working away from their desk and outside the corporate office, it's critical organizations are able to remotely support the corporate-owned and BYO smartphones, tablets and laptops knowledge workers rely on to be productive and stay engaged. Workspace ONE Assist enables organizations to deliver the consumer-grade support today's employees expect, boosting EX for sustained business growth.

## Support Essential Frontline Workers Anytime, Anywhere

The corporate-owned devices and line-of-business apps service and task workers rely on to do their job are mission-critical, meaning one failure incident can cost companies millions of dollars a year in lost productivity and revenue. Workspace ONE Assist enables organizations to mitigate downtime and support shift-based workers with device tasks and issues. IT can also securely access and service shared or unattended devices between shifts or overnight.

For more information, visit: [vmware.com/products/workspace-one/workspaceone-assist.html](https://vmware.com/products/workspace-one/workspaceone-assist.html)