 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.

NOTE: WORKSPACE ONE ASSIST CAPABILITIES MAY VARY BY DEVICE OPERATING SYSTEM

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

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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 However, today’s support organizations are overwhelmed with outdated or disparate tools and processes, increased ticket volume and longer resolution times.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