

# Workspace ONE UEM for Mission-Critical Devices

Secure, Stage, Manage and Support Corporate-Owned, Shared Devices Frontline Workers Rely on to Do Their Job with VMware Workspace ONE Unified Endpoint Management (UEM).

## AT A GLANCE

VMware Workspace ONE Unified Endpoint Management (UEM) is an intelligent-driven digital workspace platform built to meet the unique management requirements of mission-critical deployments, enabling IT to quickly and easily stage, manage and support any device, at scale.

## KEY CAPABILITIES

- Save time and resources with low-touch enrollment and configuration
- Set up a local or remote relay server to optimize content distribution and decrease data usage
- Customize device UI, lock into single or multi-app mode, and enable check-in/check-out with Workspace ONE Launcher
- Manage the full device and app lifecycle with extensive policy support
- Make data-driven decisions with advanced device and app analytics with Workspace ONE Intelligence
- Reduce downtime and quickly assist workers with device tasks and issues with Workspace ONE Assist remote support

## WHY WORKSPACE ONE?

- Only platform consistently recognized as an industry leader by analysts
- Integrated management, analytics, identity and support capabilities
- Manage mission-critical devices alongside other mobile device fleets, including laptops and IoT endpoints, for improved visibility and security
- Support complex deployments and deliver content to devices, at scale, with multi-tenant architecture
- Give non-IT personnel control of specific functions, with extensive API support
- Improve security of shared devices and boost shift worker EX with multi-user management

In today's rapidly changing world, it's critical organizations across all industries—including manufacturing and supply chain logistics—consistently deliver a quality customer experience, while equipping their teams with the mission-critical technologies they need to work more efficiently.

However, the line-of-business (LOB) apps and devices service and task workers depend on—from rugged handheld computers and mobile printers to head-mounted displays—are drastically different than those of desk-based office workers. When a mission-critical device or app fails, the task or operation at hand can't be completed, immediately impacting a company's bottom line due to reduced productivity, revenue loss, and customer dissatisfaction. In addition, the turnover rate for frontline worker occupations is at an all-time high due to employee disengagement. The biggest culprit of disengagement? Insufficient technologies incongruent to the consumer-like digital experience workers are accustomed to. These growing expectations have increased the pressure on IT to deliver the same simplicity and convenience when it comes to corporate-owned devices purpose-built for mission-critical operations. simple and convenient experience.

To optimize efficiency and transform workflows, organizations with frontline workers are simplifying support for mission-critical devices and improving EX with unified endpoint management (UEM). VMware helps reduce costs and improve security with real-time, over-the-air modern management for those devices, with Workspace ONE. Workspace ONE is a leader in UEM, consistently recognized by industry analysts. As an intelligent-driven platform, it's built to support complex deployments and the unique management requirements of mission-critical devices, at scale. With Workspace ONE, organizations can quickly and easily stage, manage and support mission-critical devices—alongside existing mobile and laptop deployments—from a single console.

## Quickly Stage Any Device

When it comes to mission-critical endpoints, staging and management needs to be low-touch to support devices deployed outside of the office and in low-bandwidth environments. Workspace ONE supports several onboarding options for easy and automated enrollment, including sideload and all Android Enterprise enrollment methods. Workspace ONE also supports and is fully integrated with manufacturing-specific barcode enrollment, like Zebra StageNow and Honeywell Enterprise Provisioner, making it easy for IT to quickly enroll Android-based devices in bulk. For augmented and virtual reality head-mounted wearables, Workspace ONE supports QR code enrollment, which enables IT to quickly connect any device to Wi-Fi and enroll it into Workspace ONE, by simply scanning a QR code.

Upon enrollment, IT has immediate visibility into managed devices, with the ability to track and collect critical information, such as system diagnostics, network information, certificates, internal and external apps, and IT-defined custom attributes. During staging, IT can also set up a local or remote Workspace ONE relay server, which optimizes content distribution and decreases data usage.

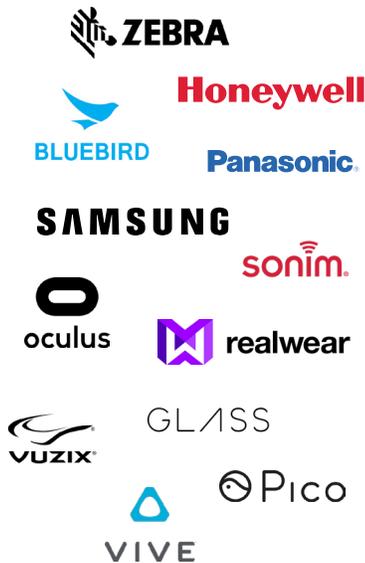
### SUPPORTED PLATFORMS

Workspace ONE is a multi-platform endpoint management solution, offering support for the top operating systems.



### SUPPORTED DEVICE MANUFACTURERS

VMware has partnered closely with the top hardware vendors to deliver extensive API support with Workspace ONE.



### Easily Manage Devices and Apps, at Scale

A UEM platform is a holistic approach that gives IT greater visibility and improved operational efficiency through combined management tools and processes. Workspace ONE allows IT to manage the full device and app lifecycle from onboarding to retirement.

Easily configure devices and make sure they're always up-to-date with the content they need via product provisioning. Product provisioning enables IT to create products—containing profiles, app, files/actions and event actions—that follow a set of rules, schedules and dependences. Workspace ONE Launcher enables organizations to easily lock shared or multi-user devices in single or multi-app mode, support check-in/check-out, and customize the UI to match your company's brand. With check-in/check-out, IT can configure device settings across use case, worker role, or an individual to prevent unauthorized access, limit excess data costs, and only give workers or customers access to the apps, content and settings they need, without compromising security.

Corporate data on endpoints are protected through restrictions, DLP policies and remote wipe if a device is compromised. Real-time dashboards, reports and event logs provide full visibility for asset tracking. From the Workspace ONE console, query device info and troubleshoot common issues with commands. The Workspace ONE compliance engine monitors device compliance through IT-defined rules with escalating actions to automatically remediate with or enterprise wipe. After devices are configured, IT can continue to control and monitor deployments from the console dashboard, as well as make data-driven decisions (like predicting device battery failure and automating replacement) with Workspace ONE Intelligence.

### Remotely Support Workers with Device Tasks and Issues

Technological problems are inevitable, and the same digital tools that empower workers one minute can be a roadblock the next, negatively impacting employee productivity, customer experience and a business's bottom line. Workspace ONE Assist is a remote worker support solution that enables organizations to quickly assist workers with device tasks or troubleshoot and fix device issues in real-time. With Workspace ONE Assist, employee support reps can easily launch remote support sessions and control devices, directly from the Workspace ONE console.

For more information, visit: [vmware.com](https://www.vmware.com)