

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

Transform the Digital Employee Experience with Remote Employee Support for Horizon Virtual Desktops

AT A GLANCE

VMware Workspace ONE Assist for Horizon is a cloud-based solution within the VMware Horizon Control Plane—and component of the Help Desk service—that supports cloud-connect Horizon pods across any Horizon deployment environment. With Workspace ONE Assist for Horizon, IT and help desk staff can easily launch support sessions and remotely view and control virtual desktops to assist employees with tasks and issues, directly from the VMware Horizon Universal console.

KEY CAPABILITIES

- View and control virtual desktops in real-time to quickly assist employees with tasks or issues, directly from the Horizon Universal Console
- Notify employees when their screen is visible and enable them to pause a remote session for enhanced privacy
- Highlight items and guide employees through various tasks with Screen Draw
- View a virtual, on-screen version of the remote desktop's keyboard to easily support employees across various keyboard layouts and languages
- Access virtual desktops' command-line shell to execute Microsoft PowerShell commands, as well as registry and digital signature certificate stores
- Automatically reconnect to device after system reboot or network interruptions
- Record remote sessions for escalations and training

In the remote work era, VMware Horizon helps organizations improve security and decrease costs with streamlined desktop and application virtualization to ensure employees can work anytime, anywhere, across any device. However, it's not just a winning combination of technology that boosts employee engagement, productivity, enthusiasm, and loyalty. At the end of the day, the technology has to work.

Unfortunately, technological problems are inevitable, and the same digital tools that empower employees one minute can be a roadblock the next—costing companies millions of dollars a year in lost productivity and support. While self-service support options are convenient, they're no match for complex IT issues. That's why a remote employee support solution is critical for organizations supporting an anywhere workforce. As businesses continue to accelerate adoption of desktop and app virtualization, VMware has maintained a rapid pace of innovation to ensure Horizon customers can provide an exceptional digital workspace experience to their employees with enterprise-grade remote employee support.

Workspace ONE Assist for Horizon Remote Employee Support

VMware Workspace ONE Assist for Horizon is a real-time remote employee support solution that was specifically designed for Horizon customers with virtual desktop deployments. Workspace ONE Assist for Horizon is a cloud-based solution within the VMware Horizon Control Plane—and component of the Help Desk service—that supports cloud-connected Horizon pods across on-premises, hybrid, and multi-cloud deployments. With Workspace ONE Assist for Horizon, IT and help desk staff can easily launch support sessions and remotely view and control virtual desktops to assist employees with tasks and issues, directly from the VMware Horizon Universal Console.

Minimize employee downtime, boost productivity and EX, and reduce support costs with Workspace ONE Assist for Horizon.

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