VMware Workspace ONE Intelligence

Insights, analytics and automation for the digital workspace

AT A GLANCE

VMware Workspace ONE® Intelligence is a cloud service built for the VMware Workspace ONE platform that provides deep insights, analytics and automation for the entire digital workspace. Together, these capabilities enhance digital user experience and strengthen security across the entire digital workspace environment.

KEY BENEFITS

- **Cross platform insights into the state of the digital workspace** – Get complete visibility into the security posture, user experience, device health, OS adoption and app analytics.

- **Improved employee experience and productivity** – Understand how digital workspace KPIs impacting employee experience perform. Proactively troubleshoot and quickly provide a fix.

- **Increased IT efficiency and agility** – Make faster and better, data-driven decisions and take actions with automation and orchestration workflows.

- **Unified security strategy** – Break the siloes between IT and InfoSec with a consistent and common tool for discovering and responding to new threats, and continuous verification for risk-based security.

Key Trends in the Digital Workspace

As organizations continue their journey towards the digital workspace, they constantly need to adapt to the ever-changing needs of their workforce. Key trends and associated challenges in the digital workspace include:

Employee experience – Employee experience has been associated with employee retention, productivity and customer satisfaction, all of which impact the bottom line of the business. IT teams are under pressure to constantly improve employee experience and are increasingly being measured on this criteria.

Remote workforce – Now more than ever, organizations need to support flexible workstyles and enable employees to work from anywhere, anytime. The perimeter around the physical office has dissolved as employees need to be able to access corporate resources from anywhere, on any device, at any time. This growing remote workforce can expose the organization to new security threats.

Device choice – Whether corporate-owned or bring-your-own device, organizations need to support a growing number of devices and OS platforms and versions. IT teams need to scale support and operations to ensure device health, compliance and security.

Proliferation of applications and tools – Employees use more apps and tools with diverse delivery models (SaaS, native, web, mobile, etc.) for their jobs. IT teams are facing the challenge of supporting the different applications needed, while ensuring performance and compliance, under budget.

All of these challenges have contributed to the increase in complexity in managing and securing the digital workspace.

What is VMware Workspace ONE Intelligence?

VMware Workspace ONE Intelligence is an insights, analytics and automation tool for the digital workspace, designed and built for the Workspace ONE platform. It empowers organizations with rich visualization and a powerful automation and orchestration engine and delivers capabilities to help them improve digital employee experience and strengthen security.
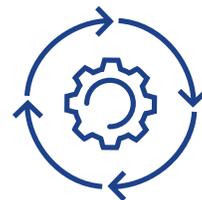
TOP EMPLOYEE EXPERIENCE USE CASES

Device adoption and performance

• Predict hardware failures and automate a replacement

• Track compliance across Windows 10 devices

• Understand OS adoption

App adoption and performance

• Get visibility into app analytics and performance

• Track app migration and adoption

Automation workflows

• Orchestrate business processes with automation

• Enhance Windows 10 app entitlement and approval

TOP SECURITY USE CASES

Manage security threats

• Manage CVE threats with always-on patching across Windows 10 and macOS

Automate endpoint security

• Manage endpoint security threats through integration with endpoint security partners

• Quarantine a device based on user risk

Embrace Zero Trust security

• Calculate user risk score based on device context, login risk and use behavior

• Grant users risk-based conditional access

Insights

By aggregating, correlating and analyzing data from multiple internal and external sources, VMware Workspace ONE Intelligence delivers out-of-the-box as well as advanced customer dashboards and reports to help organizations visualize the state of the digital workspace. It provides insights into the security posture, impact of new security threats, in-context risk analytics, device and OS compliance, and the state of the digital employee experience.

Analytics

VMware Workspace ONE Intelligence delivers a rich set of device and mobile app analytics. Built for the Workspace ONE platform, Workspace ONE Intelligence aggregates data from VMware Workspace ONE® Access™ and VMware Workspace ONE® Unified Endpoint Management™, enabling unique correlations and analytics for the digital workspace. With the Workspace ONE Intelligence SDK that collects mobile app analytics, organizations can track app performance and engagement. By leveraging machine learning techniques, Workspace ONE Intelligence takes the management of the digital workspace to the next level.

Automation

Once information has been surfaced by Workspace ONE Intelligence, IT administrators can leverage the built-in automation and orchestration engine to orchestrate workflows and automate actions based on predefined policies and a rich set of parameters. Automation can extend to third-party tools such as ServiceNow for ticketing and Slack for communications, and other tools that support REST API.

Workspace ONE Intelligence helps organizations manage the complexity of the digital workspace, improve digital employee experience, and embrace Zero Trust security.

Key Features and Capabilities

VMware Workspace ONE Intelligence delivers the following key features and capabilities:

FEATURE	DESCRIPTION
INSIGHTS	
Unified visibility	Workspace ONE Intelligence aggregates and correlates device, application and user data together in one place to deliver a complete view of the entire digital workspace environment.
Rich visualization	Keep an eye on the data that matters to you most with preset dashboards that can be customized to meet your unique needs. Visualize the evolution of your environment's security posture, app deployments, device management, app experience and engagement, and patch rollout.
Speed and scale	Get results in real time across your entire environment so you can quickly respond to user experience issues or security risks.

LEARN MORE

Learn how Workspace ONE Intelligence improves the digital user experience while strengthening security and compliance: *https://www.vmware.com/products/workspace-one/intelligence.html*

Try online for free: Workspace ONE Intelligence *Hands-on Lab*.

Reach out to your account team to request a free trial.

SOFTWARE

VMware Workspace ONE Intelligence requires Workspace ONE and is included in certain Workspace ONE editions.

Workspace ONE customers can upgrade or purchase Workspace ONE Intelligence as an add-on.

FOR MORE INFORMATION OR TO PURCHASE VMWARE PRODUCTS

call 877-4-VMWARE (outside North America, +1-650-427-5000), visit *vmware.com/products*, or search online for an authorized reseller. For detailed product specifications and system requirements, refer to the Workspace ONE Intelligence *documentation*.

FEATURE	DESCRIPTION
ANALYTICS	
Digital employee experience management	Track digital workspace KPIs impacting employee experience, proactively identify issues, perform root cause analysis, and quickly remediate across Windows 10, macOS, iOS and Android. Increase employee engagement and productivity.
App and device performance	Monitor application and device performance across the digital workspace to identify and quickly resolve issues that can negatively impact user experience. Fix what matters most and prioritize development efforts based on user impact.
App adoption and engagement	Measure app adoption and engagement across your environment and quickly discover app usage and ROI. Help business owners make data-driven decisions on app deployment and migration.
User flows	Identify and track the most critical user flows or actions in your mobile app. Perform root cause analysis with the ability to navigate the steps the user took and detect the point of failure.
Network insights	Network plays a big part in app performance. Get complete visibility into network traffic and track response time, data in and out, and errors.
Risk analytics	By aggregating device, app and user behavior data from multiple internal and external sources and leveraging machine learning models, Workspace ONE Intelligence calculates a user risk score and enables conditional access based on device context, login risk and user behavior.
AUTOMATION AND ORCHESTRATION	
Out-of-the-box workflows	Get access to a set of preconfigured automations to help you manage your entire digital workspace environment more efficiently from the get-go.
Automation engine	Automate processes by defining rules that take actions based on a rich set of parameters. The Workspace ONE Intelligence automation engine integrates with threat feeds, such as CVEs and our Trust Network security partners, to help make data-driven decisions.
Contextual policies	Easily create policies that take automated remediation actions based on context and user risk to increase security and improve user experience and operational efficiencies.
Extensibility	Build contextual workflows that extend to any third-party service via REST API. Out-of-the-box integrations are available with ServiceNow for ticketing and Slack for communications.