

VMWARE WORKSPACE ONE INTELLIGENCE

Q. What is Workspace ONE Intelligence?

A. VMware Workspace ONE™ Intelligence is a service for Workspace ONE environments that empowers organizations with rich visualization tools and automation to help them make data driven decisions from a unique source of truth.

By aggregating, analyzing and correlating device, application and user data, Workspace ONE Intelligence provides infinite ways to filter and surface KPIs at speed and scale across the entire digital workspace environment.

Once information of interest has been surfaced by Workspace ONE Intelligence, IT admins can use the built-in decision engine to automate rules that take actions based on an extensive set of parameters.

Q. Is Workspace ONE Intelligence a “Cloud -Only” service?

A. Workspace ONE Intelligence is a service that leverages the speed and scale of the Cloud to deliver integrated insights and powerful automation to Cloud and On-prem installations of Workspace ONE. On-premises customers can opt-in to the service using the Workspace ONE Intelligence Connector to connect their Workspace ONE On-prem console to the Workspace ONE Intelligence service. The Workspace ONE Intelligence Connector needs to be installed on-premises.

Q. How is the Workspace ONE Intelligence service accessed?

A. Workspace ONE Customers can access the Workspace ONE Intelligence service through their regular Workspace ONE console in a new tab.

Q. Who is eligible for Workspace ONE Intelligence?

A. Workspace ONE customers are eligible for the Workspace ONE Intelligence service. Workspace ONE Intelligence is available as part of certain Workspace ONE Cloud editions and can be purchased as an add-on to Workspace ONE On-premise editions.

Q. What capabilities are included in Workspace ONE Intelligence?

A. Workspace ONE Intelligence provides three major areas of improvements that complement and extend the Workspace ONE platform with:

- Integrated insights with preset dashboards and custom reports
- App analytics with app performance, app engagement and user behavior
- Powerful automation with the new decision engine that can automate actions across the environment

Together these capabilities help organizations manage complexity and security without compromising on user experience.

Q. What capabilities come with Workspace ONE Intelligence reports?

A. Workspace ONE Intelligence comes with preset reports to help get visibility into common queries. Custom reports can be created or scheduled to provide detailed historical data about the entire environment. Get live previews of reports to see results before running the entire report. Reports take seconds to a few minutes to run depending on the scope of the query and can be exported in csv format. Easily share reports with the rest of the organization as links to avoid encountering file size limitations when sending via email.

Q. What capabilities come with Workspace ONE Intelligence dashboards?

A. Workspace ONE Intelligence comes with preset dashboards to visualize key data points from the entire environment. Preset dashboards include visibility into security risk, device enrollment, app adoption, windows vulnerabilities and version management. Dashboards can also be customized in infinite ways to meet your exact needs.

Q. What app analytics capabilities come with Workspace ONE Intelligence?

A. Workspace ONE Intelligence comes with a comprehensive set of app analytics capabilities that can be accessed directly within the console, from app loads to app installs, daily active users, monthly active users and more. Workspace ONE Intelligence also comes with Aptelligent capabilities for mobile app performance, app adoption and engagement and user behavior monitoring. Aptelligent offers continuous monitoring of mobile app usage in the field across devices, networks, operating systems, geolocation, connectivity state or version of the app. Easily analyze and quantify how mobile app performance affects app adoption, engagement and churn with Workspace ONE Intelligence and Aptelligent.

Q. What automation capabilities come with Workspace ONE Intelligence?

A. Automate IT ops and security processes by defining rules that take actions based on a rich set of parameters (nearly 200) from your entire environment with the Workspace ONE Intelligence rules engine. Context-based actions help increase efficiencies across the organization and greatly reduce the complexity and burden of manual tasks. Easily create policies that take automated remediation actions based on context to increase user experience, operational efficiencies and security. Build contextual policies that fit your unique environment by automating workflows that extend to your favorite third party services like ServiceNow, Slack or any third-party service via REST API.

Q. What are some of the key use cases being addressed by Workspace ONE Intelligence?

- A. Here are some of the key use cases for adopting Workspace ONE:
- User experience for employee apps by enabling mobile development teams and mobile product managers to prioritize and ultimately fix any performance issues that has a negative impact on user experience.
 - User experience for end user apps by ensuring that end users get the best mobile application experience by keeping an eye on app performance, app engagement and user behavior.
 - Resource optimization by giving granular insights into device and applications usage over time.
 - Security and compliance by raising the level of security hygiene across the environment with integrated insights and automation capabilities

Q. How is Workspace ONE Intelligence licensed?

A. Workspace ONE Intelligence is licensed on a per user or per device basis and is available as part of an annual subscription.

Q. Can I purchase Workspace ONE Intelligence for a portion of my Workspace ONE environment?

A. Workspace ONE Intelligence needs to be purchased for the entire Workspace ONE deployment.

