

VMware Workspace ONE Intelligent Hub

Q. What is VMware Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub is an integrated digital workspace solution designed to deliver the best experience throughout the employee lifecycle. Workspace ONE Intelligent Hub supports all use cases, including bring your own device (BYOD) for both contractors and full-time employees, and corporate-owned devices, all in one app to improve employee engagement and productivity.

Q. Why Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub empowers employees to securely access apps and company resources, stay connected with colleagues, and be productive on any device from anywhere.

Q. Who should use Workspace ONE Intelligent Hub?

A. No matter where you are in the digital transformation journey, Workspace ONE Intelligent Hub offers employees an enhanced experience. If you would like capabilities such as a modern user experience, Hub Services, and a world-class app catalog, then Workspace ONE Intelligent Hub may be right for you.

Q. Where can you get Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub is available on both Windows and Mac devices, and on both iOS and Android mobile devices. Access and download Workspace ONE Intelligent Hub on your device at getwsone.com. When enabled, users can also access Workspace ONE Intelligent Hub web via any browser.

Q. Can organizations manage Workspace ONE Intelligent Hub on personal devices?

A. Workspace ONE Intelligent Hub offers multiple management modes, ideal for BYO devices, from registered, partitioned to full device level management.

Q. Is Workspace ONE Intelligent Hub mobile and desktop friendly?

A. Workspace ONE Intelligent Hub app is available on both iOS and Android devices. Workspace ONE Intelligent Hub is also available on your desktop when provisioned by your IT Admin.

Q. What license entitlement do I need to use Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub is bundled in any Workspace ONE entitlement, Employee Essentials, Mobile Essentials, Desktop Essentials, UEM Essentials including Standard, Advanced and Enterprise editions.

Q. What core capabilities are included in Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub capabilities include unified onboarding, an app catalog, and an enhanced user experience at each phase of the employee life cycle. Experience may vary depending on the core and add-on capabilities enabled.

Q. How does Workspace ONE Intelligent Hub address multi-factor authentication (MFA)?

A. Verify (Intelligent Hub) is a multi-factor (MFA) authentication method integrated with the Workspace ONE Intelligent Hub app. Users will receive a push notification request to the Workspace ONE Intelligent Hub app on their managed or registered device to approve their login.

Q. What is Hub Services?

A. Hub Services is a service co-located with VMware Workspace ONE Access that lets you personalize and set up how employees use the Workspace ONE Intelligent Hub app to access, discover, and connect with corporate resources. Full Workspace ONE Access deployment is required to enable additional capabilities such as People Search and single sign-on.

Q. Can Hub Services be deployed on-prem?

A. Full capabilities available in SaaS deployments. Hub services can be deployed on-prem with limited capabilities.

Hub/Hub Services – Add-on Features

Q. What add-on features are available in addition to the core capabilities?

A. We have various tailored add-ons to meet your immediate needs. Please see our portfolio of add-on capabilities below:

Workspace ONE Experience Workflows	Enables employees to act on third-party system business processes right in Intelligent Hub, on any device, without having to context switch between multiple apps.
Workspace ONE Experience Analytics	Improve end user experience with deep analytics and actionable insights. Proactively identify issues, reduce number of tickets and time to resolution.
Workspace ONE Assist	Enable IT help desk staff to remotely view or control any device, directly from the Workspace ONE console, to assist employees with device and app tasks and issues.
Workspace ONE Mobile Threat Defense	Protect mobile devices from application, device, and rogue network originated threats. Powered by Lookout, mobile device security integrates with VMware Workspace ONE. Available via Hub or as a standalone security app.

Q. Does Workspace ONE Intelligent Hub work for VMware Horizon customers?

A. VMware Horizon customers can use Workspace ONE Intelligent Hub web without UEM as long as Workspace ONE Access is enabled. Workspace ONE Intelligent Hub with Horizon empowers the distributed workforce with secure access to web/SaaS apps, virtual apps/desktops, and native apps in a single interface for employees to use, collaborate and engage.

Q. How can I see Workspace ONE Intelligent Hub in action?

A. The easiest way to see Workspace ONE Intelligent Hub in action is to download the application and select demo mode. You can reach out to your valued partner or VMware sales representative for a free [trial](#).