

VMware Workspace ONE Intelligent Hub

Q. What is VMware Workspace ONE Intelligent Hub?

A. VMware Workspace ONE® Intelligent Hub builds on the success of VMware AirWatch® Agent™ and Workspace ONE, and delivers on the VMware vision to help you deliver a true digital workspace for all employees, driving engagement and satisfaction. Workspace ONE Intelligent Hub retires the AirWatch Agent name globally, so AirWatch Agent customers will also see brand changes in the Workspace ONE Unified Endpoint Management (UEM) Console, iOS, Android, Windows 10, and macOS Agent apps. Workspace ONE Intelligent Hub supports all use cases, including bring your own device (BYOD) and corporate-owned devices, in one app to deliver the best experience throughout the employee lifecycle.

Q. Why Workspace ONE Intelligent Hub?

A. Up until now, customers have used multiple apps for mobile device management (MDM) and BYOD capabilities. VMware offered two apps: AirWatch Agent, which was enterprise secure and provided MDM for device security, configuration, and OEM APIs among other capabilities; and Workspace ONE, a consumer-simple app that provided customers with BYOD/unmanaged, mobile single sign-on (SSO), and identity-driven access to web, mobile, software-as-a-service (SaaS), and virtual apps. We have heard your feedback and are now unifying deployments and enabling cloud-first services with Workspace ONE Intelligent Hub.

Q. What capabilities are included with Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub capabilities include unified onboarding, a catalog, and an enhanced user experience with optional integrations such as Hub Services and mobile flows. Hub Services and mobile flows require version compatibility and have a dependency on VMware Identity Manager™ Experience may vary depending on the capabilities enabled. Core capabilities of the Workspace ONE platform are leveraged to deliver a secure, consistent, cross-platform experience.

Q. What are Hub Services?

A. Hub Services are optional SaaS apps that require version compatibility with Workspace ONE UEM Console 1810. Hub Services include:

- Notifications – Provides IT-administered push and in-app notifications, and custom notifications. Custom notifications

can be notification alerts, downtimes, and participation in surveys. Requires VMware Identity Manager.

- People – Enables users to quickly look up colleagues via an employee directory; includes organization chart with name, email, phone, and search. Requires VMware Identity Manager.
- Home – Gives users access to company resources by embedding an intranet or company portal.

Q. What is mobile flows?

A. Mobile flows is an optional SaaS solution that requires Workspace ONE UEM Console 1903, VMware Identity Manager, and Hub Services for integration in Workspace ONE Intelligent Hub. Mobile flows integration allows employees to access custom notifications and actions in a single place within Workspace ONE Intelligent Hub, and even subscribe to all of their approvals. Mobile flows connects Workspace ONE Intelligent Hub to business systems such as Salesforce, Coupa, Concur, and ServiceNow. IT can create connectors and workflows to any business system using the custom connector kit.

Q. Which Workspace ONE UEM Console versions are supported on Workspace ONE Intelligent Hub?

A. With Workspace ONE UEM Console 9.2.3 and later, customers get 100 percent AirWatch Agent functionality and an enhanced experience. With Workspace ONE UEM Console 1810, customers get a new catalog experience, advanced branding, and Hub Services. All capabilities can be used if VMware Identity Manager, Hub Services, and mobile flows are enabled.

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 catalog, then Workspace ONE Intelligent Hub may be right for you. Today, AirWatch Agent customers will get an in-place update to Workspace ONE Intelligent Hub. This will be non-disruptive, and no changes are required in the Workspace ONE UEM Console. Workspace ONE Intelligent Hub capabilities vary on deployment and use case.

Q. I have AirWatch Agent today. Am I required to get Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub is an in-place update for AirWatch Agent customers. This update is non-disruptive, and all AirWatch Agent use cases will be supported. You will simply see brand changes and have a better user experience. As a Workspace ONE UEM Console administrator, users will be upgraded in the next app update to Workspace ONE Intelligent Hub. You will not be required to make any changes in the console. To enable Hub Services, additional configuration will be required.

Q. As an AirWatch Agent customer, what will happen if I do not upgrade to Workspace ONE Intelligent Hub?

A. Workspace ONE Intelligent Hub is an in-place update for AirWatch Agent customers. Users will see a change in branding. If you have AirWatch Agent with Catalog, AirWatch Agent with Workspace ONE, or use AirWatch Container™, there will be no change. Workspace ONE Intelligent Hub will continue to run in MDM mode by default.

Q. What AirWatch Agent capabilities will be included with Workspace ONE Intelligent Hub?

A. All AirWatch Agent capabilities are available with Workspace ONE Intelligent Hub. Some features include, but are not limited to:

- All enrollment flows
- Staging
- Check-in/check-out
- SAML
- Geolocation compliance
- SDK settings (for example, App Passcode)

Q. I have the Workspace ONE app today. Am I required to get the Workspace ONE Intelligent Hub app?

A. The Workspace ONE and Workspace ONE Intelligent Hub apps will coexist. Workspace ONE app customers will experience no change.

Q. Does Workspace ONE Intelligent Hub require VMware Identity Manager?

A. VMware Identity Manager is optional. With VMware Identity Manager and Workspace ONE UEM Console 1810, customers get capabilities such as Unified Catalog, web/mobile SSO, conditional access, Notifications, Home, advanced branding, approvals, and AirWatch Agent functionality.

Q. What apps do I get in the Unified Catalog experience?

A. When VMware Identity Manager is configured with Workspace ONE UEM Console 1810 or above, the Unified Catalog includes SaaS, Citrix, and VMware Horizon® apps.

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

A. Workspace ONE Intelligent Hub is bundled in any Workspace ONE UEM entitlement. Additional Workspace ONE Intelligent Hub functionality based on identity services is available for customers who have entitlements to VMware Identity Manager.

Mobile flows integration requires the Workspace ONE Enterprise bundle or entitlement to Workspace ONE Intelligence.