

VMWARE WORKSPACE ONE INTELLIGENT HUB

Q. What is 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 UEM Console, iOS, Android, Windows 10, and macOS Agent apps. Workspace ONE Intelligent Hub supports all use cases including BYO and corporate-owned devices in one app, delivering the best experience throughout the employee lifecycle.

Q. Why Workspace ONE Intelligent Hub?

A. Up until now, customers have used multiple apps for 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 SSO, identity-driven, and across web, mobile, 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, catalog, and an enhanced user experience to access optional Hub Services such as People, Notifications, and Home. Hub Services requires version compatibility and may 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 services that require version compatibility with UEM Console 1810. Hub Services include Notifications, People, and Home. Notifications and People require VMware Identity Manager.

- **Notifications** - IT-administered push and in-app notifications, and custom notifications. Custom notifications can be notification alerts, downtimes, and participation in surveys.
- **People** - Break silos by enabling employee directory for quick lookup of colleagues. Organization chart with name, email, phone, and search.
- **Home** - Access company resources by embedding intranet or company portal.

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

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

Q. Who should get Workspace ONE Intelligent Hub?

A. No matter where you are in the digital transformation journey, Intelligent Hub offers employees an enhanced experience. If you would like to use Intelligent Hub capabilities such as a modern user experience, Hub Services (SaaS), and catalog, then Intelligent Hub may be right for you. Today, AirWatch Agent customers will get an in-place update to Intelligent Hub. This will be non-disruptive, and no changes are required in the UEM Console. 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 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 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. 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 will be available with Workspace ONE Intelligent Hub.

Some features include but are not limited to:

- All Enrollment Flows
- Staging
- Checkin/Checkout SAML
- Location Compliance
- SDK Settings (for example, App Passcode)

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

A. The Workspace ONE and 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 version 1810 compatibility, customers will get capabilities such as Unified Catalog, web/mobile SSO, conditional access, People, Notifications, Home, Advanced Branding, and AirWatch Agent functionality.

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

A. When VMware Identity Manager hosted is configured with a Workspace ONE UEM Console 1810, the unified catalog includes SaaS, Citrix, and 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 Intelligent Hub functionality based on identity services is available for customers who have entitlements to VMware Identity Manager hosted.

