

Tech Problems Happen. Fix Them Fast with VMware Workspace ONE Assist

AT A GLANCE

VMware Workspace ONE Assist is a remote employee support solution that enables organizations to quickly assist employees with device tasks or troubleshoot and fix device issues in real-time. With Workspace ONE Assist, IT help desk staff can easily launch remote support sessions and view or control Android, Apple, and Windows devices, directly from the Workspace ONE console.

KEY CAPABILITIES

- Remotely connect to any enrolled device in seconds, directly from the Workspace ONE console
- View or control devices in real-time to decrease downtime and quickly assist employees with tasks or troubleshoot and fix device, network, or app issues with file and task management tools
- Leverage Screen Draw feature to highlight items on screen for training videos or to guide employees through various tasks
- View and export detailed device information
- Notify employees when their personally- or corporate-owned device screen is visible and enable them to pause or end a remote session for enhanced privacy.
- Securely access and service unattended corporate-owned rugged or mobile point-of-sale (mPOS) devices between shifts or overnight
- Easily record remote sessions for training purposes

For more information, visit: air-watch.com/capabilities/workspaceone-assist/

Digitally Transform Employee Experience with Remote Support

In today's competitive global economy, prioritizing the digital employee experience (EX) is critical to attracting and retaining skilled employees, fostering innovation, and driving productivity, profit, and strong customer experience. However, technological problems are inevitable, and the same digital tools that empower employees one minute can be a roadblock the next.

Workspace ONE Assist (formerly called Workspace ONE Advanced Remote Management) is a comprehensive, fully integrated remote support solution that enables organizations to deliver quality IT support and maximize their end-user computing investments, while mitigating lost revenue and productivity. Workspace ONE Assist empowers IT and help desk staff to remotely view or control Android, iOS, Windows CE, macOS, and Windows 10 devices, directly from the Workspace ONE console, while maintaining employee privacy and trust.

Workspace ONE Assist empowers employees across your entire organization—from IT and help desk staff, to knowledge and task workers.



IT / Help Desk Staff



Knowledge Workers



Task Workers

Increase Help Desk Efficiency, While Reducing Support Costs

IT help desks are a critical resource for employees and play an integral part in determining overall EX. However, today's support organizations are overwhelmed with outdated or disparate tools and processes, increased ticket volume and longer resolution times. As digital transformation initiatives continue to accelerate the number and variety of employee apps and devices, a holistic remote support solution is vital. With Workspace ONE Assist, help desk staff can launch fully-functional web-based remote sessions, directly from the Workspace ONE console. This seamless integration, helps support organizations dramatically reduce average handle time (AHT), increase first call resolution (FCR), and ultimately, boost EX.

Empower Knowledge Workers Across the Entire Device and App Lifecycle

With more employees working away from their desk and outside the corporate office, it's critical organizations are able to remotely support the corporate-owned and BYO smartphones, tablets and laptops knowledge workers rely on to be productive and stay engaged. Workspace ONE Assist enables organizations to deliver the consumer-grade support today's employees expect, boosting EX for sustained business growth.

Support Task Workers Anytime, Anywhere

The corporate-owned devices and apps task workers rely on to do their job are mission-critical, meaning one failure incident can cost companies millions of dollars a year in lost productivity and revenue. Workspace ONE Assist enables organizations to mitigate downtime and support seasonal workers with device tasks. IT can also securely access unattended devices between shifts or overnight.