

Professional Services for Anywhere Workspace

Deliver productive and secure employee experiences

AT A GLANCE

Give your employees the inspiring and productive VMware Anywhere Workspace they need to thrive.

KEY BENEFITS

- Align stakeholders on a common vision to gain agreement on the future state and mitigate resistance
- Accelerate time to value by prioritizing and delivering use cases based on business impact
- Prepare employees for a new way of working that allows them to thrive
- Deliver inspiring and productive Anywhere Workspace
- Manage employee devices including BYOD
- Adapt IT skills and processes to support, maintain and enhance the Anywhere Workspace at scale

Business Challenge

The Anywhere Workspace experience should be one that empowers employees to be productive from anywhere, using any device, to securely access the applications they need. It allows them to collaborate with their peers and just get work done. Companies with great employee experiences are better positioned to attract and retain top talent.

How do you get there? What are the considerations for achieving an inspiring and productive solution? What is the right sequence of steps needed to achieve your desired outcomes? Does your IT team have the time and expertise to make your vision a reality?

Services Overview

Reap the benefits of a thriving anywhere workforce with VMware Professional Services. We have the technology expertise, outcome focused methodology, and experience to help you deliver an automated solution that inspires employee productivity and allows them to thrive from onboarding throughout their work lifecycle. We focus on fast value realization by breaking down large workforce initiatives into manageable, iteratively delivered steps. Our experts help you navigate the best steps to ensure successful outcomes.

- Stakeholder alignment of cross-functional teams on a common vision which is essential for project success and mitigating resistance to change.
- Development of a solution roadmap charts your course by identifying the persona groupings, business priorities and rollout sequencing to realize value quickly.
- Design, implementation, and configuration which is based on deep domain knowledge for determining the essential features, best practices, and dependencies for integrating with your existing enterprise.
- Security alignment which is crucial for determining how the Anywhere Workspace fits into your existing security posture.
- Adoption strategies with a comprehensive communication and adoption plan creates a consistent cadence of awareness and drives employee onboarding.
- Operate at scale by developing repeatable IT processes and enabling your IT team with the skills they need to support, maintain, and enhance the environment for sustained productivity and long-term success.

VMware Professional Services for wherever you are in your journey

Accelerate value realization of your VMware investments with VMware Professional Services. Benefit from our intimacy and access to VMware's product development, field engineering, global support, and our partner ecosystem. Our broad expertise, deep knowledge of VMware and third-party technologies, and concentrated focus on your industry challenges can help you achieve your future state sooner.

LEARN MORE

Visit vmware.com/services and browse our *SKU Service offers for Digital Workspace*.

Strategize and Plan - Our VMware experts work with you to develop your strategy, identify use cases, and build an actionable outcome-focused roadmap to get you from your current state to your future state. Together we help you identify key stakeholders and gain alignment on your future state vision. During the planning process we will develop a project charter describing the scope, objectives, and participants as well as document the governance model.

Assess - We help you define use case requirements by assessing workforce personas, the application landscape, employee devices, mobility requirements, security needs and network requirements. We explore technical integration requirements for mobility and device management, identity and directory services, network and remote access, the virtualization infrastructure, applications, and peripherals.

Design, Build and Integrate - Leveraging our deep domain knowledge we design the architecture and integration points (e.g., directory services, identity providers, and SIEM solutions), build the solution, and connect cloud services to the existing environment. VDI images are configured, and applications are integrated into the app catalog with Single Sign On. Workforce productivity applications such as email and Microsoft 360 are integrated for a streamlined employee experience. We configure settings, policies, and end-point protection based on your business objectives.

Operate - Our experts can help you optimize operations around your people and processes for your new environment, to manage and operate at scale. We can develop technical run books and prepare your IT team for success by defining day 2 operations roles and responsibilities, documenting IT process changes, and creating employee support processes. We can set up monitoring and troubleshooting to help identify and remediate issues faster. We can help you align an operations framework for the IT and SecOps teams to work in tandem to minimize security risks.

Adopt - We help prepare your employees for the new environment with a communication and adoption plan that includes a cadence designed to inform and guide them. Go live can include securing and migrating employee devices for a pilot of a select group before rolling out more broadly. We will deploy the client software and provide concierge services to assist your IT team as the new workspace is brought online.

Optimize - We can help you improve efficiencies such as application delivery, enhanced monitoring to remediate issues faster, leveraging analytics to improve employee experiences and enhance remote assistance for employees. Optimizations can be incorporated with each use case or once all use cases have been rolled out. VMware Professional Services can adapt optimizations based on your priorities.

Not sure where to start?

Start with an Outcome-Focused Workshop. Our experts walk your IT and business stakeholders through a highly structured and proven approach that identifies desired outcomes; assesses current state capabilities, competencies, and culture; and identifies obstacles to success. We then recommend IT capabilities for delivering your desired outcomes and create a phased action plan to get you there.

Benefits

VMware Professional Services holistic approach helps you align stakeholders on a common vision. We address infrastructure, applications, employee adoption, and operations to minimize disruption, reduce risk, and achieve successful outcomes. We help you adapt your IT skills and operational processes to support, maintain and enhance your workspace services at scale for continuous value realization and long-term success.

Ask your VMware Sales Representative how our Professional Services can help with your Anywhere Workspace initiatives or browse our SKU service offerings on VMware.com.

