

Professional Services for Remote Workforce Launch

Create a plan for sustaining your remote workforce

AT A GLANCE

Rapidly develop a comprehensive remote workforce launch plan.

KEY BENEFITS

- Understand existing capabilities and gaps and assess risks
- Define the service architecture, service management processes, and roles and responsibilities needed to manage the solution at scale
- Create communication plans to help your remote workforce enthusiastically adopt the solution
- Make a smooth transition to a sustainable remote workforce program

Business challenge

Ensuring business operations continue in the face of interruptions is critical to any organization. It requires maintaining a productive and connected remote digital workforce. These workers need complete, secure access to business-critical apps, including email, collaboration tools, video conferencing, healthcare services, expense reports, office supplies, etc. They need access to immediate or near-immediate support remotely which may include chatbots and various automated resolution software. You may want to enable remote workers with flexible corporate-owned device choice or BYOD options.

These needs put new demands on IT organizations who must be able to provide continuous and secure access to applications and devices as well as scale remote users on-demand. “No-touch” laptop provisioning processes need to be developed that don’t require IT to setup the machines. Laptops, smartphones, tablets, and other devices will need to be shipped directly from the factory to the employee. Remote troubleshooting of devices will be mandatory. Remote monitoring and analytics will be needed to manage the environment as well as to understand remote workers’ experiences.

How do you provide all of this? How do you maintain adequate performance so that workers are productive and not frustrated by network delays? Should you use public cloud infrastructure, or will your existing data center support the new demands? If you’ve recently started a remote workforce program, what are the gaps in your existing environment? Launching a long-term remote workforce initiative means having a comprehensive plan that addresses both the workforce that use these apps and platforms and the IT teams that need to effectively support them.

Services overview

VMware Professional Services can help you create a comprehensive plan for a remote workforce launch with our proven methodology in only five weeks.

Planning and Kickoff

VMware will review your mission and business objectives, define project results criteria, and understand your desired worker experience. We will also review your high-level organization and the technical details of your current remote workforce capabilities.

LEARN MORE

Visit vmware.com/services.

FOR MORE INFORMATION

Contact a Professional Services expert at vmware.com/company/contact.html.

Assessment

Project sponsors and stakeholders will participate in a series of VMware-led workshops where our experts will review and assess your objectives, goals, current state, desired future state, and your digital workspace capabilities with respect to:

- Workforce service strategy (Windows®, apps, security, devices)
- Service definition (provisioning, service catalog, employee experience)
- Service support (patch, update, compliance, availability, monitoring, user access, help desk)
- Analytics and KPIs (usability, availability, responsiveness, worker experience)
- Infrastructure (role-based/remote access, identity management, endpoint device management)
- IT service management (incident, event, problem, and knowledge management)

Design

Using the data gathered in the Assessment phase, VMware experts will develop the project deliverables. We will create a conceptual, logical, and physical design focused on the VMware technologies related to a digital workspace. We will share VMware best practice guidelines to begin knowledge transfer.

Prepare to Launch

To help ensure a successful launch, we will develop a readiness plan including test plans, incident escalation paths, and troubleshooting procedures. We will also create communications plans designed drive adoption and align business and IT stakeholders as well as executives and the workforce.

Deliverables

The deliverables from this service include:

- Service definition and architecture
- Service management processes
- Roles and responsibilities definitions
- Analytics and KPIs
- Release readiness plan
- Communication plans
- Knowledge base articles for remote workforce
- Permission to operate checklist
- Executive summary presentation

Benefits

VMware Professional Services has the experience, best practices, and proven methodologies to make your transition to a sustainable remote workforce program smooth and effective. Our broad expertise in virtual desktop computing strategy, digital workspace organizational structure, digital workspace control, operations control, infrastructure, and digital workspace service strategy, along with a deep knowledge of VMware technology can help reduce risk and complexity. Our holistic approach helps you minimize business disruption, and our proven methodology ensures predictable outcomes that maximize productivity during periods of technology and business change.