Professional Services for Digital Workspace
Deliver productive and secure employee experiences

AT A GLANCE
Give your employees the productive and secure digital 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 repeatable, secure, and productive digital workspaces at scale
- Manage employee devices including BYOD
- Adapt IT skills and processes to support, maintain and enhance the digital workspace

Business Challenge
The digital 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 delivering a productive and secure digital workspace? What is the right sequence of steps needed to achieve your initiatives? Does your IT team have the time and expertise to make your vision a reality?

Services Overview
VMware Professional Services has the technology expertise, proven methodologies, and experience to help your organization deliver productive and secure digital workspaces that allow your employees to thrive. Our experts help you navigate the following to ensure a successful implementation of your digital workspace:
- 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 and implementation which is based on deep domain knowledge for determining the essential features, best practices, and dependencies for integrating with the existing enterprise.
- Security alignment which is crucial for determining how the digital workspace fits into your existing security posture.
- Adoption strategies which set expectations for employees through a comprehensive communication plan that creates a consistent cadence of awareness and preparation for the transition.
- Ongoing operations 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.

VMware Professional Services for wherever you are in your journey
Maximize the value 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 of vendors. 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.

FOR MORE INFORMATION
Contact a VMware Professional Services expert at VMware.com/company/contact.html.

Strategize and Plan - Our VMware experts work with you to develop your strategy along with an actionable digital workspace journey roadmap to get you from your current state to your desired future state. Together we will 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 in the project as well as document the project governance model.

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

Design, Build and Integrate - Leveraging our deep domain knowledge we design the architecture and integration points (e.g., directory services and identity providers), 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 and policies based on your business objectives.

Operate – Our experts can help you optimize operations around your people and processes for your new digital workspace services, which will be needed 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 you identify and resolve issues impacting employees faster.

Adopt – We help prepare employees for the new environment with a communication plan and cadence designed to inform and guide them. Go live can include a pilot for a select group of employees before rolling out more broadly, followed by the migration of employee devices, deployment of the client software and concierge services to assist your IT team as the new digital workspace is brought online. We can even provide white glove support for employees to help speed their adoption.

Optimize – We can help you improve efficiencies such as application delivery, enhanced monitoring to remediate issues faster, leveraging analytics to improve IT service delivery and improve 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 have the experience, best practices, and proven methodologies to make your digital workspace journey a success. Our broad expertise and deep knowledge of VMware technologies can help you reduce risk and complexity. Our holistic approach addressing infrastructure, applications, operations, and employee experience helps you achieve your desired future state faster while minimizing risk.

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