

Professional Services for the Digital Workspace

Empower the future-ready workforce through Workspace ONE Deploy and Consume Services

AT A GLANCE

Support a more distributed, future-ready workforce through Workspace ONE Deploy and Consume Services—helping customers plan, design, implement, deploy, and operate Workspace ONE Unified Endpoint Management for modern management and mobility use cases.

KEY BENEFITS

- Guided implementation of Workspace ONE for modern management and mobility use cases
- Drive adoption and consumption through post-implementation assistance for both pilot and production phases
- Expert assistance through planning, execution, and rollout

Business challenge

Work as we know it is evolving. Organizations must quickly adapt to the new reality of supporting more distributed workforces and embrace a digital-first strategy to keep employees connected, engaged, and productive. This requires IT teams to find balance between giving employees seamless access to the critical apps and data they need to be productive across devices from any location and upholding security requirements to protect the organization, all at scale.

Whether you've been tasked with moving from legacy management systems, consolidating management across all devices, simplifying onboarding for employees with self-service capabilities, scaling delivery of digital workspaces and apps, delivering more engaging employee experiences, or implementing zero trust security to all endpoints and users, a digital workspace solution like the VMware Workspace ONE platform helps you ensure you are future-ready today and supports long-term remote-first strategies.

Service overview

VMware Professional Services helps customers plan, design, implement, deploy, and operate IT solutions to meet the requirements of modern organizations. Our proprietary tools and proven methodology help ensure a quick, accurate, and successful Digital Workspace deployment.

The Workspace ONE Deploy and Consume Services provide remotely delivered, guided implementation, and post go-live assistance for customers deploying Workspace ONE Unified Endpoint Management (UEM) for mobile and modern management use cases. The service drives the value realization of the Workspace ONE suite, including Workspace ONE UEM, Workspace ONE Access, Workspace ONE Intelligence, and Workspace ONE Assist.

The consulting service typically takes between 20-28 weeks to fully deliver depending on whether you require mobile only, modern management only, or both (excluding the time it takes for you to procure hardware (where applicable) and meet pre-requisites). The VMware delivery methodology consists of meetings, solutioning workshops, software installation and configuration sessions.

During the initiate phase following introduction, we work to understand the scope, work through scheduling, and provide access to resources and training.

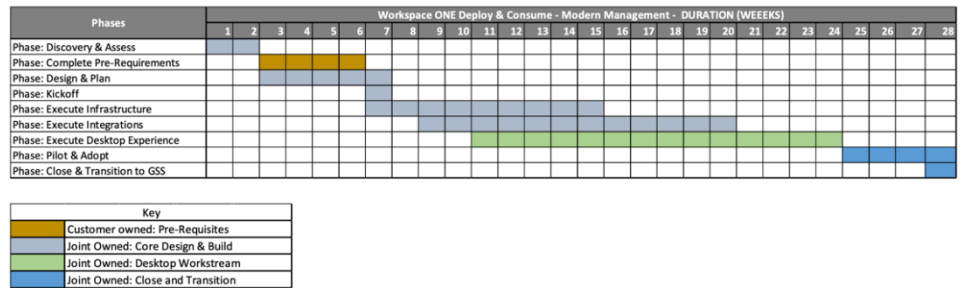
Once this is complete, we kick off the planning phase. This is where we review the scope, primary objectives and key success criteria for deployment. During this time, we will also review technical architecture deployment options, review modern management and/or mobile device user experiences, provide and review pre-requisites, review best practices, download and setup any required software/tools, and summarize pre-work next steps and requirements to move forward. In preparation for the next phase, the customer will

be asked to procure virtual and physical servers, stage required Open Virtual Appliance (OVA) files, and configure networking/firewall and service accounts for integration.

Once the planning phase is complete, we kick off the execution phase. This begins with VMware led installation of VMware UEM servers, Workspace ONE Access servers, VMware connectors, Unified Access Gateways (UAG), and other software such as Secure Email Gateway or Powershell configuration, Workspace ONE Intelligence, and AirLift depending on mobile and/or modern management requirements. Following successful installation, we assist in the configuration and integration of Workspace ONE UEM, Workspace ONE Access, Workspace ONE Intelligence, Hub Services, and Windows 10/macOS for modern management use cases. Next, we prepare the customer for pilot readiness/deployment and production roll-out.

After successful execution, we implement monitoring and maintenance and begin the customer support transition.

The following depicts a typical project plan. Customer-specific project execution timelines may vary:



There are three Digital Workspace offerings designed to meet varying business needs. The offerings are described in the following table:

WORKSPACE ONE DEPLOY AND CONSUME SERVICES			
ATTRIBUTE	MOBILE	MODERN MANAGEMENT	MOBILE + MODERN MANAGEMENT
Workspace ONE UEM Installation	•	•	•
Workspace ONE Access Installation	•	•	•
VMware Connectors Installation		•	•
Unified Access Gateways (UAG) Installation	•	•	•
VMware SaaS Email Notification Service	•		•
Workspace ONE Intelligence Installation	•	•	•

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

AirLift Installation		•	•
Hub Services Configuration	•	•	•
One Mobile Flows Configuration (Out of the Box Connectors)	•		•
Windows 10 Configuration		•	•
MacOS Configuration		•	•

Benefits

Regardless of where you are on your path to digital transformation, VMware Professional Services can help get you to where you need to be, sooner. Whether your focus is modern management, mobility, or both, our experts are here to help you take full advantage of your VMware investments and meet your desired IT and business outcomes. Our scalable, standardized methodology supports large scale deployments with minimal downtime and reduced risk, giving you peace of mind and freeing up staff to focus on business-critical tasks

For a more in-depth look at these services, please visit the links below:

- [VMware Workspace ONE Deploy and Consume – Mobile](#)
- [VMware Workspace ONE Deploy and Consume – Modern Management](#)
- [VMware Workspace ONE Deploy and Consume – Mobile + Modern Management](#)