

VMware Professional Services for Anywhere Workspace Overview

From inception to realization



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To Be Productive

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INSPIRE EMPLOYEES TO BE PRODUCTIVE FROM ANYWHERE ON ANY DEVICE

Almost overnight, work from anywhere became the business continuity plan for many organizations. That experience has organizations realizing remote work is here to stay. Employees' expectations of a flexible workplace are motivating organizations to provide productive and frictionless Anywhere Workspace experiences. A recent Vanson Bourne survey sponsored by VMware [The Virtual Floorplan – New Rules for a New Era of Work](#), collected global data from 7600 employees, IT, HR, and business decision makers from July and August of 2021.



80% agree

Allowing employees to work remotely or in a distributed environment enables their organization to get the most out of diverse talent pools



75% agree

Working in a remote or distributed environment has created an environment more inclusive of diverse viewpoints and needs



75% agree

Working in a remote or distributed environment has led to employees being valued more on performance, and less on traditional metrics such as time spent in the office

Source: [The Virtual Floorplan – New Rules for a New Era of Work](#), Oct 2021.

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

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VMWARE ANYWHERE WORKSPACE SOLUTION



Manage Multi-Modal Employee Experiences by changing the way IT delivers end-user services, providing enhanced experiences that enables consistent performance across locations and devices for frontline, hybrid and remote workers.



Secure the Distributed Edge with a combination of endpoint security and endpoint management with network edge security in a holistic solution for access to any app from any device.

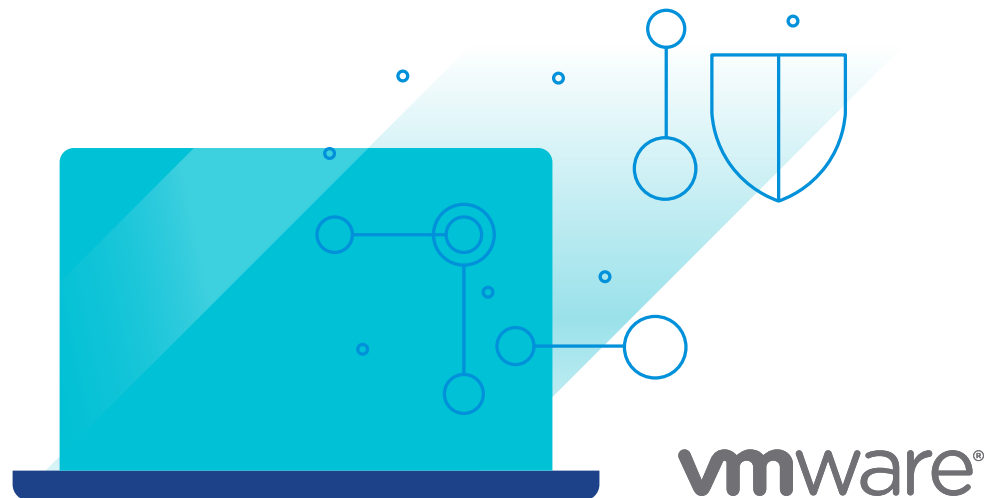


Automate the Workspace by simplifying processes using an outcome-based approach with optimized workflows to save time and deliver streamlined employee experiences.

HOW DO YOU GET THERE

What are the considerations for achieving a work from anywhere solution? What is the right sequence of steps needed to realize your desired outcomes? Does your IT team have the time, proficiency, and experience to make your vision a reality? It can be a sizable effort but not for those who do it every day.

Reap the benefits of a thriving workforce. Modernize technologies, processes, and people to provide Anywhere Workspace solutions with secure, frictionless employee experiences from onboarding and beyond. VMware Professional Services experts break down large workforce initiatives into manageable, iteratively delivered steps for fast, incremental value realization.



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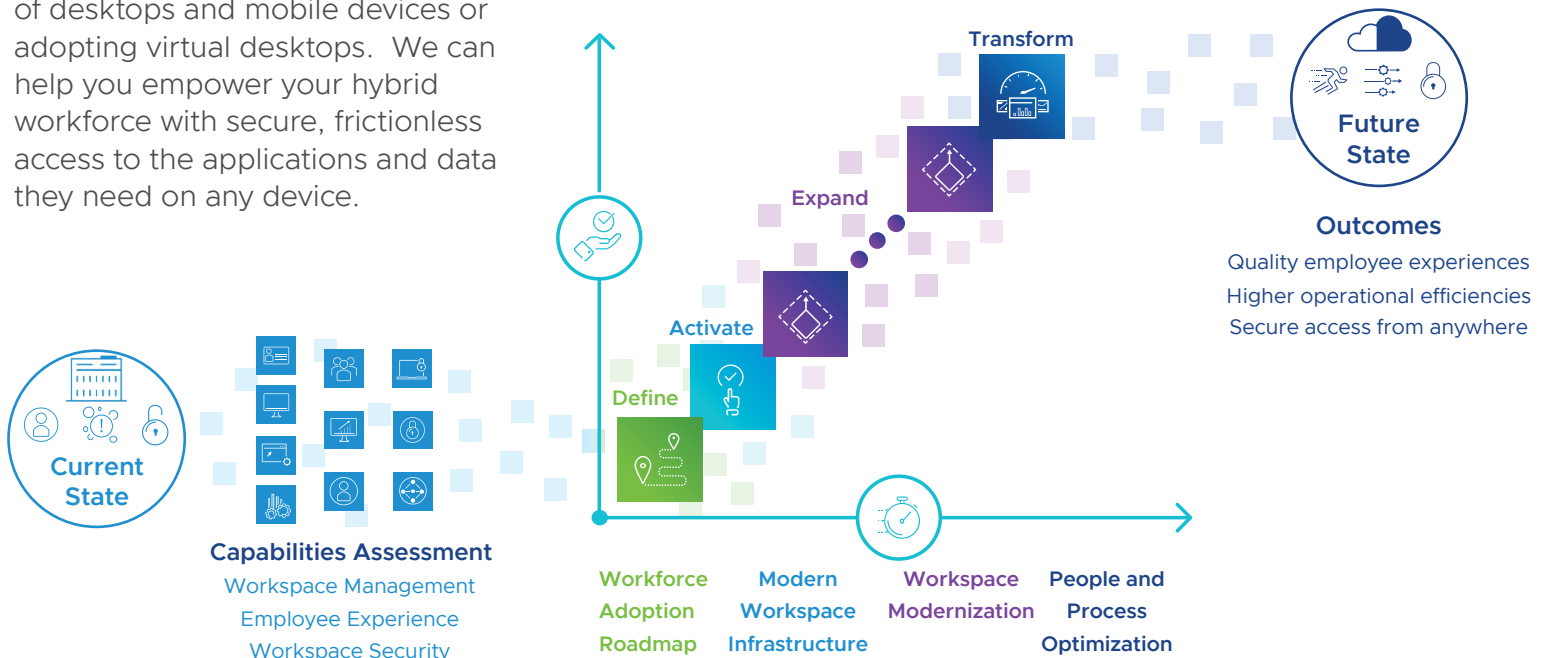
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VMWARE PROFESSIONAL SERVICES ANYWHERE WORKSPACE FRAMEWORK

Our Anywhere Workspace Framework supports a broad range of digital workforce initiatives whether modernizing management of desktops and mobile devices or adopting virtual desktops. We can help you empower your hybrid workforce with secure, frictionless access to the applications and data they need on any device.



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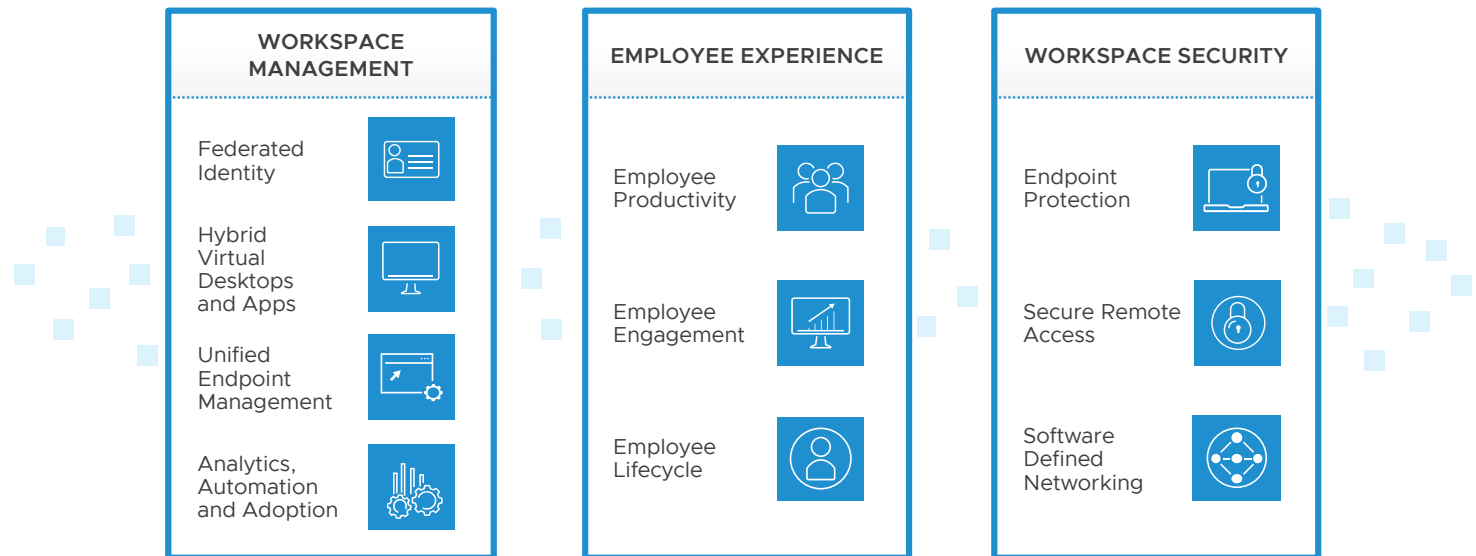
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OUTCOME-FOCUSED CAPABILITIES ASSESSMENT

During a half-day workshop, we collaborate with business and IT stakeholders through an expert-facilitated session where we identify your most important outcomes and uncover obstacles to achieving them. We assess the current state of your capabilities, competencies, and culture. Our assessment allows us to understand your existing environment, map out the “as is” – “to be” gap analysis based on the mandatory capabilities defined within a particular competency. The gap analysis is used to create timelines and workstream priorities that best fit your desired outcomes. The deliverables include a high-level assessment of current state, detailed gap analysis, and a KPI Impact Analysis.

We assess the current state of your capabilities across three general areas – workspace management, employee experience, and workspace security.

- **Workspace Management** address IT capabilities for delivering apps, workspaces, and automating administrative workflows.
- **Employee Experience** addresses capabilities to ensure employees are productive and engaged from pre-hire to retire.
- **Workspace Security** addresses how well you are providing employees secure access to the applications and data they need.



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ONBOARD EMPLOYEES, DEVICES AND APPLICATIONS QUICKLY

With your future state identified, we collaborate with you to define your workforce personas and identify use cases. We breakdown your workforce initiatives into an adoption roadmap to get you from your current state to your future state using an Activate, Expand, and Transform approach for delivering value quickly and incrementally. Together we help you identify key stakeholders within your organization and gain alignment on your future state vision to ensure project success and mitigate resistance to change. Training your IT staff is a key component to any new services endeavor. To ensure your core project team is prepared and actively participating, we will recommend VMware Learning and Certifications to enhance their skills.



In the **Activate** phase, we build the environment using standardized architectures and quickly help you onboard your first persona group with an adoption plan designed to prepare employees and your IT team for the new environment.

In the **Expand** phase we iteratively add applications, devices, workflows, use cases, and more persona groups. The Expand phase repeats until all desired product capabilities have been implemented, and all persona groups and devices have been onboarded.

In the **Transform** phase, either as a separate initiative or embedded in one or more Expand phases, we focus on optimizing operations around your people and processes to ensure you are prepared to manage and operate your new environment at scale. We help you use analytics to continuously improve employee experiences, remediate issues faster with enhanced monitoring, and drive efficiencies by fully utilizing advanced product features.

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ENGINEERED SOLUTION SERVICES FOR FOCUSED INITIATIVES

VMware Professional Services can help you provide great experiences throughout the entire employee lifecycle, from onboarding and beyond. We have engineered solution services based on our Activate, Expand and Transform approach to help you with focused initiatives.

Modernize Management for Desktops and Mobile Devices

– Implements modern management for Windows and Mac desktops allowing you to manage access control, application management and multi-platform end-point management. Starting with your first use case, we onboard devices, users, and apps for fast value realization. Then we iteratively add applications, devices, enrollment methods and policies until all are onboarded. We will automate workflows for repetitive tasks to boost employee productivity. Optional capabilities include automatic device enrollment, factory/drop ship provisioning and more.

Adopt Modern VDI on Any Cloud – Implements VDI on a private or public cloud and onboards your first persona group for fast first time to value. Next, we iteratively add persona groups, applications, desktops, peripherals, capacity, and locations until all your desired capabilities have been rolled out to production. We can help you optimize operations with advance monitoring, analytics, and automation to continually improve employee experiences.

Enhance the Digital Employee Experience

– Implements VMware Workspace ONE® Intelligent Hub, the center of employee experience delivery. We collaborate with you to define, document, and build workflows automations to streamline common administrative tasks for the apps your employees use daily. We help you continuously improve and respond to issues by implementing employee experience measurements, proactive issue identification and automated remediation to keep employees happy and productive.

Secure the Anywhere Workspace – Assesses your Anywhere Workspace to identify security gaps and identifies capabilities needed to close them. Features are implemented iteratively and incrementally based on a prioritized roadmap that we develop together until all have been rolled out to production. Operations are optimized by reviewing incident data for continuous improvement to identify and remediate issues quickly.

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CONTINUE TO EVOLVE

With your Anywhere Workspace fully operational it is essential to ensure it remains healthy, current, and evolves with the needs of your employees and takes advantage technology enhancements. This includes keeping the skills of your IT team current. Leverage [VMware Learning](#), [VMware Technical Account Management Services](#), and [VMware Success 360™](#) to help you continually get value from the investments you have made.

VMWARE LEARNING

Our Learning solutions are flexible, effective, and prescriptive to provide your team with the knowledge to quickly build the skills and expertise for managing your Anywhere Workspace solution. Certification provides individuals with the opportunity to validate their skills and become part of the community of VMware experts, respected in the field and the industry.

Our Knowledge Skills Assessment will identify gaps in technology skills within your IT organization and provide:

- The current state of your team's IT skills
- Skills analyses per team member, segmented by role
- Recommended VMware training courses, certifications, and learning paths

VMWARE TECHNICAL ACCOUNT MANAGEMENT SERVICES

Technical Account Management Services can help your organization to take full advantage of your Anywhere Workspace solution. Your Technical Account Manager, will be embedded within your team and focus on helping you maximize your investments of the VMware Horizon and VMware Workspace ONE family of products. You will have greater access to VMware resources and deeper visibility into VMware solutions and product roadmaps, giving you a more strategic view so you can plan for and adopt new technology faster. Your Technical Account Manager will:

- Offer architecture guidance and conduct technical readiness assessments for on-premises and cloud solutions, including upgrade planning
- Provide solution guidance and best practice reviews to identify optimization opportunities such as the number VDI machines to vCenter, pod size, number of devices per Unified Access Gateway and more
- Share operational insights and guidance through runbooks and knowledge of the environment for optimizing client performance and user experience
- Periodically measure and compare your environment against peers and known best practices in operational excellence and technical maturity

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VMWARE SUCCESS 360



SUCCESS PLANNING

We will work with you to create your personal Success Plan based your current state and your desired outcomes. Your Success Plan can be accessed anytime through VMware Customer Connect Success™.



ADOPTION ACCELERATORS

We have identified common customer challenges around key areas such as getting started, onboarding, or adoption and organized our assistance into Adoption Accelerators based on the outcomes you are pursuing. Adoption Accelerators help you adopt a feature or build a basic capability.



DIGITAL LEARNING

We believe that access to world class knowledge, when and where you want it, is critical to your long-term success. Digital Learning empowers your team to learn and grow their technology skills with 24x7 access to courses, demos, labs and exam prep videos.



PRIORITIZED AND PROACTIVE SUPPORT

Speed issue resolution, minimize downtime and prevent recurring incidents. Benefit from direct routing to senior-level Technical Support Engineers, unlimited support requests, root cause analysis and Proactive Insights Reports with VMware Skyline Advisor Pro.

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TAKE THE NEXT STEP

Reap the benefits of a thriving anywhere workforce with VMware Professional Services. Our holistic approach helps you align stakeholders on a common vision and strategy. 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 Anywhere Workspace at scale for continuous value realization and long-term success.

We have delivered successful Anywhere Workspace solutions for thousands of customers around the globe. Contact us to do the same for you.

Learn how [VMware Professional Services for Anywhere Workspace](#) can help your organization.



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