VMware Workspace ONE for Education
In a world where distance learning is the new normal, Workspace ONE for Education helps Higher Education institutions enable students, faculty and administration to connect in more ways than ever.

When it comes to educating students online or in a blended learning mode, your Learning Management System (LMS) is just the beginning of your university’s technology requirements. A good, reliable LMS is an absolute necessity, but it’s simply table stakes at this point. In fact, studies show students don’t pay a whole lot of attention to the LMS, so it doesn’t have much impact on their overall school experience.

The student experience, when it comes to IT, is now driven by factors beyond the LMS. For instance, every student, professor and administrator (and other workers as well) needs one or more devices equipped to provide quick and easy access to all the various software, portals, websites and other resources required to learn or do their jobs.

And student requirements extend well beyond reliable access to the online classrooms, labs and educational software and materials they’ll need to study and do their class work. They need to interact with the registrar and financial aid, make payments, communicate and collaborate with peers and professors, and more. And that means that all manner of confidential data will be moving around, so devices and data traffic must be secured against cyber threats.

Colleges that can do all of this reliably and with a focus on ease-of-use are more likely to have satisfied students and faculty.

VMware Workspace ONE® for Education is a cloud-delivered solution that unifies the management of all your endpoints by providing real-time, over-the-air onboarding, application management and security for all devices across all use cases. It’s no longer necessary to deal with the high costs and headaches that come with multiple tools to manage different operating systems across mobile or desktop devices. With Workspace ONE for Education, you can deliver a secure, always-on, easy-to-use digital workspace for students, faculty and administrators that provides a superior student and faculty experience and reduces IT costs at the same time.
Easy, Customizable Zero-Touch Onboarding and Configuration

The student, faculty and staff experience starts with onboarding. Your IT team must get devices up and running quickly for professors and staff and have full visibility into all devices connected to your online resources. University-owned devices can be shipped directly to faculty, administrators or students, and security policies, network settings, email, a self-service app catalog, and more can be automatically installed and configured over the air. And in bring-your-own (BYO) situations with students or faculty, enrollment in Workspace ONE for Education is fast and easy. Users quickly download an app, move through a series of activation screens, and enrollment is done.

With preset and customizable configurations, new users are far more likely to have a great experience as their devices are quickly onboarded with zero IT assistance, and they’re able to access resources like email, networks and apps like Microsoft Office 365, Teams, Slack, Workday, your LMS or any others on their new devices within minutes.
Cover All Your Use Cases and Ensure User Privacy

Workspace ONE for Education provides all the capabilities required to manage devices whether they’re BYO, owned by your institution, shared, or purpose-built for a specific task. Most students will be using their own laptops, tablets and smart phones to do their work, attend online classes, access their school email accounts, and more. In these BYO situations, Workspace ONE delivers full access to university resources while maintaining the level of privacy students will demand and faculty will find compelling.

Privacy by design ensures user data stays invisible to admins, and Workspace ONE Privacy Guard lets users know exactly what your privacy policy is, how their data is treated, and even creates a Privacy Officer role for IT.

In the case of university-owned assets, admins can use a stronger supervision mode with advanced management capabilities to improve security and productivity. In situations where multiple students need to share a single device—perhaps in a lab environment—multiuser mode has check-out and check-in functionality so you can deploy settings and apps specific to each user. And your IT team can easily support mobile and ruggedized devices on- or off-campus for any employees who may require them.
Unified Endpoint Management for All Your Devices on the Most Platforms

Workspace ONE for Education is a single solution that handles the management of all the device types you’ll encounter, including the typical mobile, desktop and virtual machines that you’ll see the most as well as things like rugged, wearables and others that won’t be as common. Managing these devices includes everything from onboarding through configuration, policy management, security settings, app provisioning, up-to-date patching, OS updates, and more, all the way to offboarding.

Workspace ONE for Education manages more platforms than any other solution and delivers same-day support for new OS versions. Workspace ONE provides cloud native modern management of Windows 10, including MDM and traditional GOP policy control, OS patching, BitLocker encryption lifecycle, and full app lifecycle management across all apps, even native Win32 apps. Workspace ONE modernizes management of macOS with MDM through complete support for Apple Business Manager (ABM). And VMware delivers best-in-class iOS support with User Enrollment, DEP and VPP (now ABM), along with the deepest Android Enterprise and Samsung Knox support available.

Multitenant architecture enables smart groups

Workspace ONE for Education is built on a multitenant architecture that ensures efficiency and scale and accommodates unique roles and management needs across university staff and students, departments and schools.

With smart groups, admins have access to granular controls and filters to set policies for each group, so devices in each category can be properly configured and members can be assigned just the right applications and resources, avoiding confusion and limiting overuse of licenses.
Application Management and More

There’s a lot of competition in higher education to recruit and retain the best students and professors, which is why the student and faculty experience when attempting to navigate your digital ecosystem is so important. Do they see you as cutting edge? Are your applications easy to find, easy to access, and easy to use? With Workspace ONE for Education, the answer is a definitive yes.

As part of Workspace ONE for Education, users have access to Workspace ONE Intelligent Hub, our unique unified app catalog. Students and staff can use self-service features to request apps, and any type of app—including SaaS, mobile, VDI, web and native apps—can be deployed either upon request or via a silent “push” installation depending on your use case. Built-in single sign-on (SSO) and per-app tunneling capabilities in Workspace ONE provide secure, easy, one-touch access to all the apps and resources users need to achieve their goals.

The unified app catalog gives students one single place to go for all available university apps and online resources, optimized by device type, and has a consistent look and feel no matter what type of device a student or faculty member may be using. The student experience gets yet another boost when you enable them with this easy-to-use, self-service, high-impact resource.

More than just app management
If Intelligent Hub were just a unified app catalog, it would be an incredible tool. But it’s a true digital workspace for all of your users.

• With the People tab, students can access a directory of important contacts like professors, advisors, the registrar’s office, and more, and communicate with a click.

• You can engage directly with your students and faculty on the Home tab with smart notifications on any device, pushing general university communications as well as actionable information specific to each user.

• You can engage students with the Home Tab, intranet homepage or web link, and ensure employees are up to date with the latest news and announcements.

• Integrate with LXP (digital learning experience platform) so students can search for and discover training courses (set a custom tab as catalog for classes, and integrate with notifications to send updates on courses).
Built-in Security for the New Mobile Paradigm

Workspace ONE for Education provides comprehensive certificate lifecycle management, a service that can renew certificates automatically or manually. On top of that, Workspace ONE Tunnel encrypts the traffic from individual applications to your back-end systems with “least privilege access” through the VMware Unified Access Gateway™, which proxies and protects the application. These are just a couple of ways Workspace ONE for Education improves the security posture of your IT environment when students and faculty are accessing your systems from outside of your carefully secured on-campus perimeter, but these powerful protections are just the beginning.

Zero Trust conditional access
From there we enforce context-based, Zero Trust conditional access. With students accessing apps and other resources from every imaginable location, using every type of device, it’s easier than ever for hackers to target them. Zero Trust conditional access is specifically designed to protect organizations in today’s decentralized IT landscape.

VMware Workspace ONE® Access™ is the identity layer in Workspace ONE for Education and integrates with on-premises and cloud identity providers to enable quick and secure access, employing multi-factor authentication (native or integrated with your existing provider). It checks for device compliance and can also pick up on user behavioral anomalies and other attributes to assess the security risk at the moment of access. For example, it knows if a student is accessing from an uncommon location, or if there has been an unusual spike in download activity.

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Built-In Security (cont’d)

Once the context is known, Workspace ONE can take any of several actions. If everything checks out, the student can be granted full access to requested resources. Alternatively, multi-factor authentication can be enforced, or a device that’s out of compliance may be automatically remediated. Or, if the risk is unacceptable, access may be denied completely. If it’s a university-owned device, it can even be remotely wiped.

Data loss prevention
Configurable features for system settings, encryption, data protection, apps, network connections, device controls, and more are built in. Restrictions can be set to disable the device camera and disallow sharing sensitive work data between apps, syncing with unknown devices and more to prevent data leakage. University-owned devices can be supervised for higher levels of control, enabling IT to disable app removal, restrict configurable settings, and prevent iCloud backups, among other things.
Integrated Remote Support

We’ve talked about the benefits of automating tasks so users can get things done with “zero IT touch.” But there will be times students and faculty encounter issues that are beyond their expertise and they’ll require direct help from IT. There are difficult ways for IT to try to troubleshoot problems for users, and there are easy ways.

The easy way is with VMware Workspace ONE® Assist™. Part of Workspace ONE for Education, Assist is a fully integrated remote support solution that allows IT admins and help desk staff to connect directly to enrolled devices, and view and control them remotely, while maintaining student privacy. IT no longer has to rely on the student to accurately describe device, network or app problems over the phone—they can see them play out with their own eyes and remedy them directly on the device.
Add VMware Horizon VDI to Your Solution

In addition to Workspace ONE for Education, many institutions find great value in adding virtual desktop capabilities with VMware Horizon®. With Virtual desktops, students and staff can access their virtual work environment from anywhere, at any time, on any type of device. VMware Horizon provides a virtual desktop infrastructure (VDI) so you can deploy students’ and faculty’s personal workplaces from a single platform, providing all the resources they need at the speed they want, with the efficiency they demand.

Horizon VDI allows teachers to access a familiar virtual Windows environment regardless of the device or platform they’re using. Their personal device may not be compatible with the apps or the app version they are most familiar with, but with Horizon, that’s not an obstacle. In cases where faculty and students need to use specialized software and labs that only run on Windows to complete coursework and research activities, they can do so with a virtual Windows desktop delivered by Horizon.

New faculty, contractors and other new employees can be onboarded instantly and remotely with a university-provisioned virtual desktop that’s optimally set up for the job they need to perform, and they can access it even with a web browser if necessary (no need to download anything).
Superior Technology Makes for a Superior Experience

Workspace ONE for Education delivers more relevant functionality than other management solutions because that’s what universities need in order to provide a superior experience that will help them successfully compete for the best students and faculty. At the same time, it saves universities money because it’s a single comprehensive platform to manage and support all of the different device types and operating systems you’ll encounter. Whatever your IT management need or concern may be, Workspace ONE for Education is the answer.