Q&A: How Two Global Companies Use Workspace ONE with Office 365

Lessons Learned from Two Different Journeys
A Changing Workforce Puts New Demands on IT

Today, people need the flexibility to work from anywhere, on the devices they’re carrying with them. That creates new challenges for IT organizations, and many are turning to Microsoft Office 365 to help them provide a consistent user experience everywhere.

But deploying Office 365 isn’t a complete answer. IT still needs to manage other apps, and secure those apps and data on every endpoint. VMware Workspace ONE™ is a digital workspace platform that integrates seamlessly with Office 365, helps companies get more out of their investment, and offers tremendous benefits like simplified management and single sign-on.

We sat down with two global companies that deployed both Office 365 and Workspace ONE to find out more about their goals, deployment strategies, and successes.
Two VMware Customers Share Their Stories: Toppan Interamerica and Nol-Tec Systems

About Toppan
Toppan is a global Japanese printing company that combines printing with transformative new technologies. With headquarters in Tokyo and more than 50,000 employees, the company provides security solutions, marketing automation, eco-friendly packaging, high-performance materials, and other cutting-edge products and services to companies across industries.

About Nol-Tec Systems
Nol-Tec designs and engineers pneumatic conveying systems for bulk material handling and pollution mitigation systems. From their headquarters in Minnesota, they custom-engineer solutions for customers globally. Their solutions serve a diverse range of industries, from food manufacturers to pharmaceutical companies to power generation.
Q&A: Toppan

We sat down with Travis Robertson, Information Technology Manager of Toppan Interamerica, a subsidiary of Toppan in the US. Our goal was to find out more about their Workspace ONE journey and what they discovered along the way.

Q: Give us some background on how this project got started.

A: At Toppan Interamerica, our IT operations establish rules and regulations independently from Toppan headquarters. Like many other divisions operating as overseas subsidiaries, we are responsible for maintaining our own IT environment, while our headquarters provides requirements for global information security standards. The security standards can at times be very different from American customs.

For example, it is quite common for us to stop at any coffee shop, hotel lobby, or airport terminal and hop on the public Wi-Fi to complete some last-minute work. On the contrary, we typically hear stories from our Japanese expatriates and visitors who are entrusted with corporate laptops but required to stay on-premises and lock them away in their office at the end of the day.

As a typical American business, many of our employees work from home and outside the office, and IT is tasked with providing easier access to data and communications. We needed a technology-based solution to satisfy our global information security guidelines.

Q: What factors went into your decision-making process?

A: We needed to address specific security challenges with mobile device management, including access to email and company data. We had users accessing email from remote Windows, Mac, Android, and iOS devices. We supported and deployed iOS devices to mobile workers, but needed to expand support and access to Android devices as well.
We were using on-premise Exchange, planning to move to the cloud, and needed a way to apply security standards. We adopted Workspace ONE first, to easily manage mobile devices and control access to data.

Later, we used Workspace ONE to migrate email and to Office 365. In a following phase, we extended our support and deployment to various other Office 365 applications, as well as to other cloud-based SaaS applications.

Q: **Why did you choose Workspace ONE?**

A: The interoperability and support of multiple OSs and platforms. We saw a lot more strength there, especially on the iOS/Mac side. We looked at a few other tools, and they were either strong on the Microsoft side or strong on the iOS side, but not both—and not as full featured as Workspace ONE.

We’re a custom design-oriented company with a team of designers who rely on MacBook and Apple devices to bring our products to life. Our Windows devices were already using Active Directory for authentication and policy deployment, but we lacked a solution for managing Macs. This is the foundation for much of our intellectual property, so it was a major concern for us.

Q: **How did Workspace ONE help with your Office 365 deployment?**

A: Workspace ONE really helped us move users over when we transitioned from our on-premise service. We have two sites—Atlanta and Philadelphia—with all our IT support based in Atlanta. Workspace ONE provided a way to transition all our users the same way at the same time, no matter where they were located.

We migrated most users over on the weekends, but some employees were still accessing email remotely via their mobile devices. We were able to update configurations in batches as we migrated them over to using Workspace ONE. This process was basically seamless; most people didn’t even know that they were being moved from an on-premise server to Office 365.
For our users in Philadelphia, we did everything remotely, without needing to have their devices in-hand or require IT support staff to travel. If we had not already deployed Workspace ONE onto their mobile devices, we would have had to configure each device manually and the user experience would have been much different.

**Q:** How has Workspace ONE helped with your original security goals?

**A:** We look for solutions we can manage through Workspace ONE. We are now able to enforce security standards like encryption on MacBook devices by deploying policies from Workspace ONE.

We also try to containerize all company data. Using Workspace ONE, we feel very comfortable that we’re in control of company assets and data when we onboard and offboard new employees. If a device gets lost, stolen, or damaged, we know that we can properly remove our data from those devices.

**Q:** What advice would you give a team looking at both Office 365 and Workspace ONE, and not knowing where to start?

**A:** We recommend starting with Workspace ONE, because it provides a platform to help deploy Office 365. If you’ve already deployed Office 365, you would need to retrofit configurations and devices and make sure any settings won’t upset your environment. Having Workspace ONE in first makes it so much easier because you can use it to push out your configurations and security policies.

**Q:** How did that flow affect your user experience?

**A:** We were able to provide user training followed by application deployment and have better control of the flow to ensure a good user experience. On the flip side, if we were to turn on everything at once, users might feel overwhelmed and frustrated. Having Workspace ONE to help support IT with the rollout created a much better user experience and application adoption.
Q&A: Nol-Tec

We sat down with Tony Harmelink, System Administrator and Dustin Plank, Manager of Information Technology, to learn more about the specific challenges Nol-Tec wanted to solve, and what they’ve learned from using Workspace ONE with Office 365.

Q: You deployed Office 365 first—tell us more about that.

A: Initially, we made the decision to use Office 365 to move away from managing our aging on-premises email infrastructure and a non-traditional email platform. Office 365 offered a modern, cloud-based email platform along with the latest releases of the full and web-based Office applications.

The licensing model is another big plus for us; we have predictable per-user cost as the company grows. It was a good move for us, and we have started using a lot more parts of the service, such as Microsoft Teams for collaboration and voice, with Workspace ONE as a unified portal into the Office 365 suite.

The consideration process for Workspace ONE

Q: What caused you to look into the Workspace ONE platform?

A: We saw what Workspace ONE could do, and how it could help us enable our users. It just seemed to fit. It was all-encompassing, and we could use it together with web, Windows, and mobile. Workspace ONE was that single solution we could use to manage all our devices and applications instead of using two, three, or four products to accomplish the same results. We were also looking at identity management at the time. The tight integrations of Workspace ONE into our other products added value. We believed it was going to be a good fit for us, and it has been.
Q: What other factors were important as you made your decision?

A: User choice. We want to empower our co-workers to choose how they access work resources and use their preferred platforms to do it. While corporate computers are Windows-based, if they’re on a personal MacBook Air or iPad at home, it doesn’t matter to us. They can access the Office SaaS portal through Workspace ONE if they want the web-based versions, they can install the native OS versions, or they can connect to our VMware Horizon® environment if they want the full Windows versions without waiting to install it locally. Office 365 in conjunction with Horizon and Workspace ONE provides that choice for our users.

Q: Tell us about your experience so far with Workspace ONE.

A: We’ve been on our Workspace ONE journey for the past 6–9 months. Just this month, we federated our Office 365 through Workspace ONE Access, which has become our true front end for everything.

We don’t have a traditional federated active directory environment—all of our apps go through Workspace ONE Access. It’s where we control conditional access. We bought into the Workspace ONE True SSO environment and decided to use it as our authentication and identity management solution.

We went all-in on Workspace ONE: Access, UEM, you name it. We’re happy with the decision we made. Nothing has made us question the decision to go with Workspace ONE over Microsoft Intune or anything else. Our experiences thus far have allowed us to provide employee choice and consistent, secure access to our corporate resources. We love the products and believe in them.

Q: Where are you using Workspace ONE?

A: For the application platforms, we’re deploying Workspace ONE everywhere we can. We’re using it on our Windows desktops and laptops, COPE and BYOD iOS and Android phones and tablets, home computers, BYOD MacBooks, personal Chromebooks—pretty much
everywhere. Even on platforms that don’t have a native install, we can use Workspace ONE on any modern browser. With this flexibility, employees can access work resources from any of their devices securely and safely, install native apps we have provisioned, and work through RDSH-hosted apps or from a desktop in our Horizon VDI environment.

How Workspace ONE enhances Office 365

**Q:** How does Workspace ONE affect the user experience?

**A:** With Workspace ONE, we’re doing a lot of user-based certificates and user-based authentication. Coupled with VMware Verify for multi-factor authentication outside the boundaries of the corporate network, we achieve our goals of providing secure access and device choice to our employees while preserving a good user experience for those inside the office.

Another big driver is the True SSO feature. It allows people to log into their computer once in the morning, and then access every application and every website they go to throughout the day. SAML authentication allows access to just flow through. They don’t have to keep typing in different passwords and usernames. They get to what they need, without the hassles they used to have.

**Q:** How has Workspace ONE changed the way you use Office 365?

**A:** It allows us to have the latest and greatest Office. We don’t have to do a big Office refresh every three years. The ease of deploying Office 365 ProPlus to Windows via a Workspace ONE CSP allows us to have the latest releases and features much faster than we had before. It’s all managed through policy to provide the stability we need.

On mobile, we’ve gone all-in on Boxer for a consistent user experience across iOS and Android platforms to make training and support easier. It gives us a fully contained email solution on our mobile devices. It provides email, contacts, calendars—all within one app and one consistent view, regardless of what device people are on, with all the content and files managed by the DLP controls in Office 365.

“We went all-in on Workspace ONE: Access, UEM, you name it. I’m happy with the decision we made.”

TONY HARMELINK
SYSTEM ADMINISTRATOR,
NOL-TEC SYSTEMS
**Q:** Device choice is a key factor for hiring and retention. How has that changed with Workspace ONE?

**A:** Thanks to Workspace ONE, we recently added a BYOD program for mobile devices, allowing our users to decide which phone and carrier they want to use—within certain limitations—to make sure they have a modern OS on their mobile devices. For corporate-owned computers, employees have several laptop choices from Dell, which integrate and are managed nicely via Workspace ONE.

If they don’t want to lug a laptop home, yet want to be able to sit down, log in, and get to work, they can use their home computer, their home laptop, or a home tablet. We even had someone try and get a Roku going so they could log in to their VDI and do some 3D CAD on their 50-inch TV.

**Best practices and practical advice**

**Q:** What would you recommend deploying first—Office 365 or Workspace ONE?

**A:** We’re probably not the best people to ask, because we did a Horizon deployment, a Windows 10 deployment, a Workspace ONE deployment, a Teams deployment, and the Office 365 federation all at the same time, so we’re moderately out there. But sure, why not? Do it all, it’s fun!

That said, doing everything at once does make it slightly harder for end users. For the best employee experience, taking it a bite at a time is probably best. If you’re going to transition to a new interface to get to all applications—for example, if you’re switching management platforms from SCCM, or other app portals, use Workspace ONE. Specifically, Workspace ONE Access provides a single pane of glass to the user. I know people hate that phrase, but a consistent user interface across platforms—be it web, mobile, Windows, whatever—allows you to get to everything. That complements Office 365 migration, because you have to train toward only one interface, and have one way to get to all of your applications.
Lessons Learned

These two interviews provided valuable insights into different approaches for using Workspace ONE with Office 365. As you develop your own strategy, remember to:

- **Ease into deployment.** Take your time with deployment to ensure a seamless end-user experience. Because Workspace ONE is such a robust solution, it’s tempting to do everything at once—but gradual rollouts are better.
- **Invest in a single pane of glass for Office 365.** Consider aggregating your interfaces on Workspace ONE to simplify and streamline the experience.
- **Relax, security is taken care of.** Workspace ONE has security at every step, with features that allow you to define and enforce policies for securing endpoints and application resources.
Get more out of Office 365 with Workspace ONE

VMware Workspace ONE allows you to maximize your investment in Office 365 by letting you manage Office and non-Office apps, users, and devices on a single, unified platform. It creates a better experience for your IT organization by streamlining their workflow, providing greater visibility, and eliminating the need to juggle disparate tools. It also benefits your end users, by giving them more choice and flexibility, and helping them do their best work, wherever they are.

Take the Next Step

LEARN MORE ABOUT USING WORKSPACE ONE WITH OFFICE 365

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