

Empowering Employees and IT Teams with Mac for the Anywhere Workspace

Learn why Macs are a must for forward-leaning organizations—and how VMware Workspace ONE makes it easy

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vmware®

Driving the Employee Experience in the Era of the Anywhere Workspace

The best IT organizations are focused on finding ways to help their company attract and retain top talent. Improving the employee experience is top of mind and that means offering staff the ability to work from wherever they want on whichever device type they want.

Business imperative	Provide a positive Employee Experience	Deliver a consistently great employee experience	Adapt to a changing security landscape	Create a culture of innovation
Business impact	Helps compete for talent	Helps retain talent and gain productivity	Helps improve enterprise and endpoint security	Helps stay ahead of the competition
Challenge	Empowering employees to work where they want and how they want	High-value talent spending time on low-value work	Increased attack surface with dissolving corporate perimeter	Keeping the lights on while driving transformation
IT priority	Improve the employee experience by providing choice of device, self-service capabilities and reliable onboarding	Deliver management and security that is less intrusive on users' productivity Continually measure and improve performance for a reliable digital workspace	Deliver end-to-end security from chip to cloud, on or off the perimeter	Support legacy apps and systems while modernizing and automating processes



The opportunity for IT to make a positive impact on business outcomes has never been greater.

Improving the employee experience: choice, flexibility and self-service

Flexibility and choice are central to making employees more engaged and satisfied, and that means enabling them to use the devices they know best (and love). Employees also expect self-service access to the apps and other resources they need to do their jobs so they're not waiting on busy IT teams to set them up. And the experience must look and feel consistent no matter where they are, no matter what type of device they are using so they don't need to learn a new interface when they're using a smartphone versus a laptop.

The growing preference for Apple in the workplace

Apple products are well suited for business because they are simple and intuitive, yet powerful and easy to deploy. Whether it's a Mac, iPad, iPhone or even Apple TV, Apple products enable creative problem-solving and, combined with VMware Workspace ONE®, provide frictionless, positive employee experiences that boost productivity and aid in retention.



Workspace ONE Unified Endpoint Management

is an industry-leading cloud platform for modern management that gives IT teams control over the diversified device deployments found in so many organizations today while ensuring strong enterprise security outside the hardened perimeter. Workspace ONE UEM provides device lifecycle management across all platforms in a single comprehensive solution that empowers IT to:

- ✓ Automate the zero-touch onboarding process over the air
- ✓ Intelligently manage every device on every platform
- ✓ Flexibly support all use cases—BYOD, corporate-owned, frontline, purpose-built and more
- ✓ Easily manage apps and provide a consistently positive self-service employee experience
- ✓ Make data-driven decisions and automate important repetitive processes
- ✓ Secure devices, apps and data at rest and in transit

The best model for managing Macs

As Mac adoption grows in a world where **it's no longer optional to field a hybrid workforce**, organizations are embracing the Workspace ONE platform because it supports a unified approach to zero-touch onboarding, configuring, provisioning, and managing **all device types, platforms and use cases**.

Organizations that lack a truly unified and integrated management solution still wrestle with the costs and complexities of maintaining several separate systems to support multiple device types and platforms. VMware Workspace ONE eliminates the cumbersome need to buy, learn, manage, and renew several disjointed tools and support processes.

But breadth of capability isn't effective enough without significant depth to go with it. Together with Apple Business Manager (ABM), Workspace ONE has built upon the best practices developed to manage iOS devices, and extended them to manage macOS as well.

Onboarding and provisioning

Some organizations might be reluctant to offer Macs as a choice to their employees because they think it would be difficult to manage multiple OS types. That might have been true at one time, but no longer. Advancements by VMware have made it possible to manage virtually any OS on virtually any type of device from a single pane of glass while maintaining **outstanding ease of use**.

For example, you can distribute Macs to employees with zero-touch deployment because Workspace ONE automates and streamlines device configuration and provisioning over the air. When it comes to onboarding, Workspace ONE provides

- Customizable, automated **device enrollment**
- Constant **feedback** to engage the employee throughout the process
- Application of **security policies**
- Customizable **notifications**
- Automatic **app downloads** based on granular criteria, including our self-service app catalog
- **Secure access to work resources**, like email and apps, within minutes of receiving a new Mac

Workspace ONE Intelligent Hub

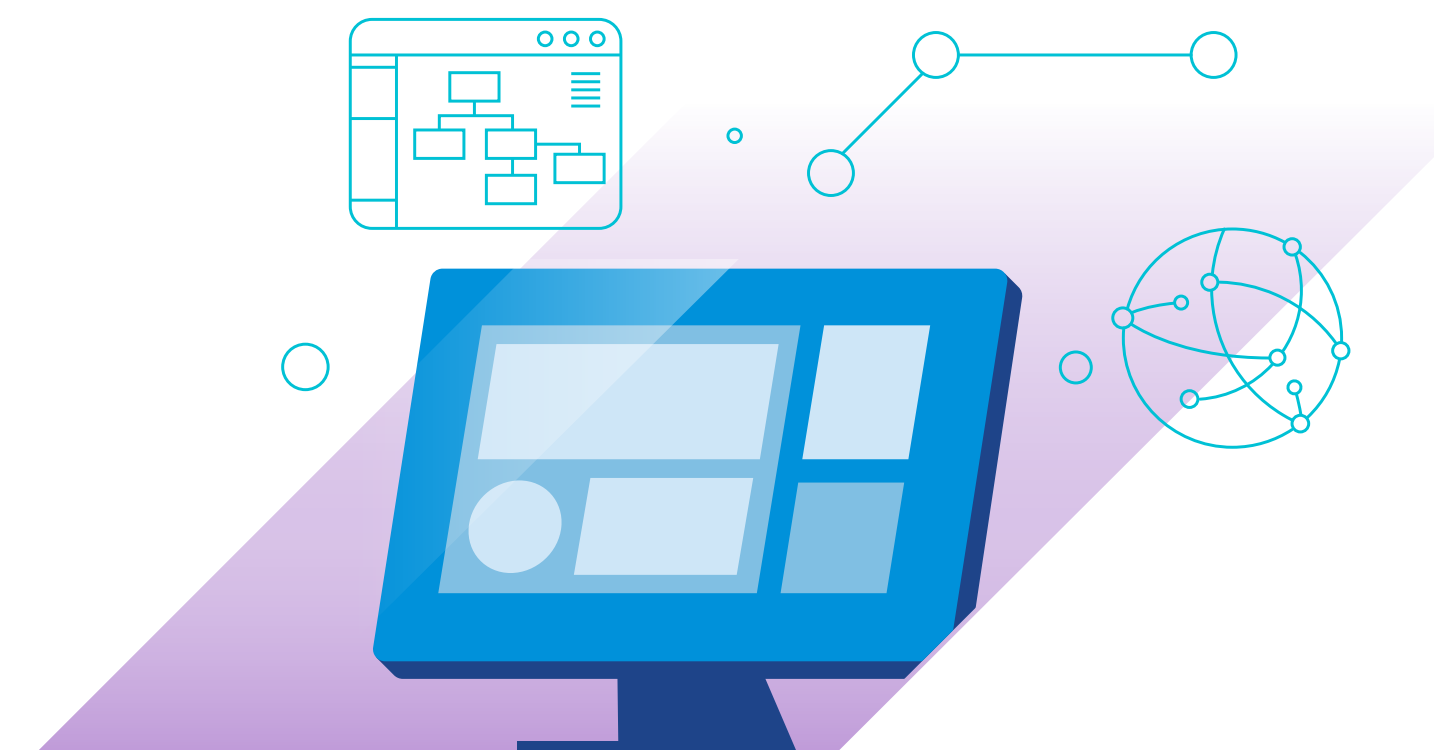
Workspace ONE Intelligent Hub deployed, employees get access to a **self-service app catalog** that provides a **consistent experience** no matter what type of device or platform they're using. Intelligent Hub enables **single sign-on (SSO)** to any designated app, and apps can be set to auto-load based on role types, minimizing IT involvement. New employees get immediate self-service with the ability to download needed apps they were not provided during onboarding.

In addition, Mac users can get **SSO access to legacy Windows applications** with VMware Horizon® virtual app and virtual desktop technologies.



Reducing operational costs through automation

In Workspace ONE, sensors can collect device attributes above and beyond what macOS generates by default. The advanced scripting engine enables admins to edit, deploy and manage scripts to configure and provision macOS directly from Workspace ONE. Both sensors and scripts help create dashboards and highly detailed reporting with Workspace ONE Intelligence and can be used as building blocks when compiling automated workflows in Freestyle Orchestrator.



Freestyle Orchestrator for macOS, included with all Workspace ONE deployments, is a low-code/no-code platform for building complex, automated workflows to perform tasks that are crucial to daily operations but tedious and time consuming to handle manually, such as complex app deployments, upgrade requirements and onboarding.

Security and the Zero Trust framework

macOS is one of the most inherently secure platforms on the market today, and Apple is making it even more secure with each release. With tools and capabilities like System Extensions, FileVault, Gatekeeper, Privacy Preferences, Activation Lock and Recovery Lock, Apple has invested considerable resources in locking down their OS.



OS security

Workspace ONE leverages Apple's native MDM protocols to provide comprehensive certificate lifecycle management that can renew certificates automatically.



Access security

But even DLP is not enough in today's distributed world. Controlling access is primary. Zero Trust conditional access considers the context of both the device and the user at the moment of access to assess how secure they are, after which a variety of actions can be taken, such as granting full access to corporate resources, enforcing multi-factor authentication, or auto-remediating. If the risk is unacceptable, access can be denied, or the device can be remotely wiped.



App security

The VMware Workspace ONE Tunnel for macOS provides a secure, effective method for individual applications to access resources on the corporate network. Using unique certificates, this per-app VPN authenticates and encrypts traffic from apps to back-end systems, providing “least privilege access” to corporate resources. In addition, a security extension in Workspace ONE Intelligent Hub provides blocker rules to restrict entire apps or processes from running on managed Mac devices.



Data security

Data Loss Prevention (DLP) is a core capability in Workspace ONE that allows admins to apply numerous restrictions for things like copy and paste, encryption, data protection, network connections and device controls. For example, admins can disable the device camera, disallow sharing sensitive work data between apps, and prevent syncing with unknown devices.

VMware success story: Mac management at work

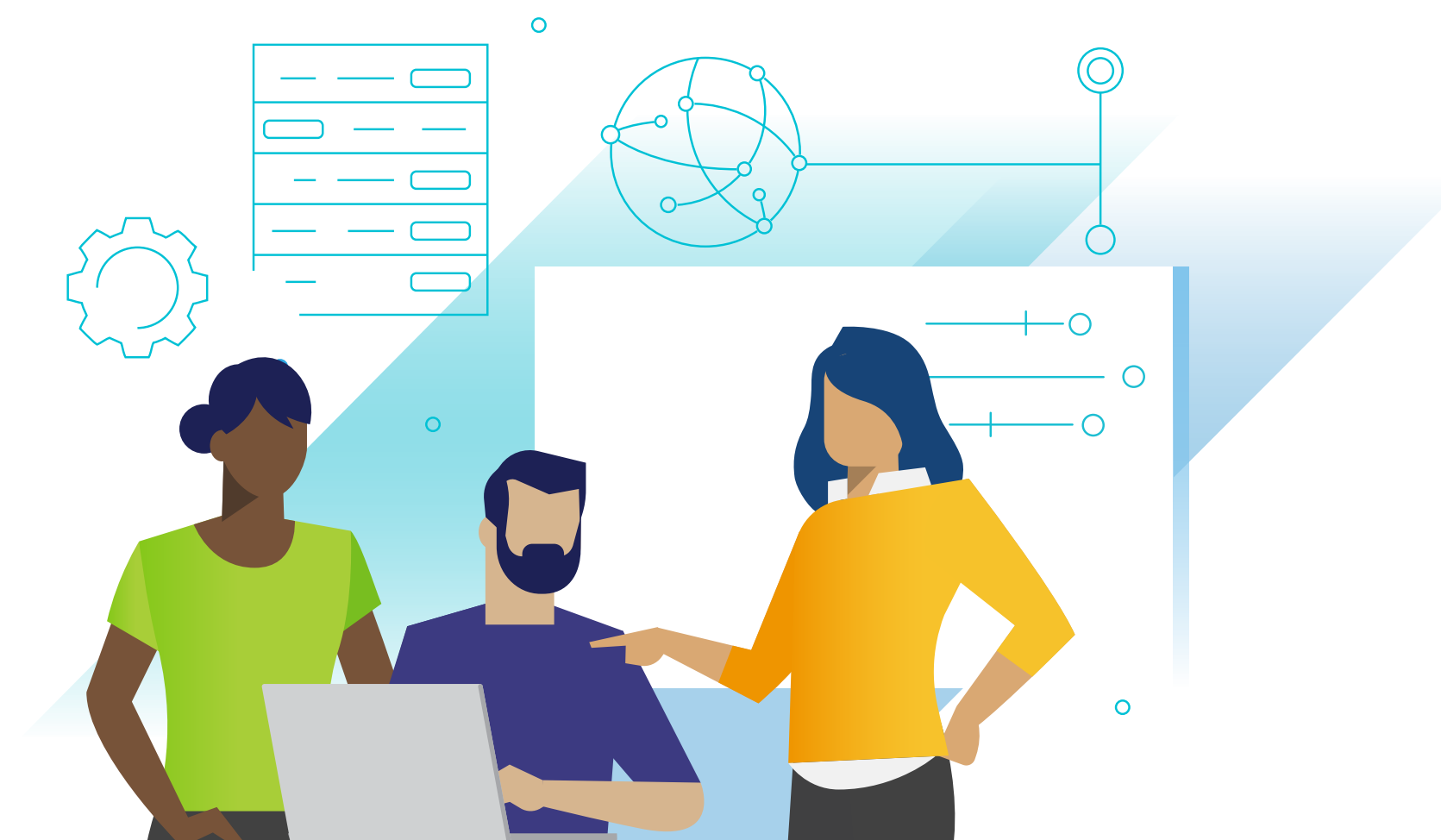
VMware has made it a priority to offer its employees technology choices, and that includes supporting Macs. Years ago, Macs required high-touch deployments using legacy imaging processes, in addition to labor-intensive ongoing maintenance that involved dedicated teams.

To make our Mac program more efficient, VMware developed Workspace ONE, offering both employees and IT the advantage of a single solution that manages all Macs and other device types across all platforms. Workspace ONE automates and streamlines the setup and ongoing lifecycle management of all macOS devices over the air. It also delivers same-day support for Apple's latest releases.

Most importantly, VMware employees now have frictionless SSO access to all App Store, native, software-as-a-service (SaaS) and virtual apps through a unified catalog, and they can bookmark frequently used apps for easy access. Required apps, profiles and credentials are automatically loaded upon sign-on. Users have a consistent experience regardless of which Apple device they're using. And self-service functionality enables employees to accomplish a wide variety of tasks and resolve issues without the need to contact IT support.

Apps are tagged and categorized based on organization, so users can search for and explore additional apps relevant to their job function. The adaptive device management capability offers users “interaction choices” depending on their specific circumstances—everything from browser-only access (no device) to full Apple device configuration and management by VMware IT.

Security is also greatly enhanced. For example, when an employee resigns or is terminated, the system deprovisions their credentials, either that day or within an hour depending on the size of the environment. Plus, the platform's built-in conditional access lets managers create levels of access based on the network, application and other variables.



Today, VMware has a company-wide total of over 23,000 Macs—51 percent of its overall desktop fleet. Workspace ONE empowers the enterprise to grow both organically and through acquisitions, as well as easily meet future business needs in the ever-changing global marketplace in which VMware operates.

Add capabilities to dramatically improve the employee experience

You can also integrate other VMware tools and products with Workspace ONE to create an intelligent, proactive and secure Anywhere Workspace environment.



VMware Horizon provides desktop and app virtualization to deliver legacy business-critical applications on the employee's device of choice, covering the “app gap” that might prevent an organization from implementing a Mac as Choice program.



Workspace ONE Intelligence gives you monitoring and analytics with customizable dashboards and reports, including historical trends, as well as the ability to automate tasks.



Digital Employee Experience Management works with Intelligence to predictively and proactively remediate issues that could negatively impact the employee experience, delivering capabilities like predictive repairs, firmware stability assessment and capacity planning.



With VMware, you can go beyond Zero Trust with **Secure Access Service Edge (SASE)**. SASE brings together Security Service Edge capabilities, such as Zero Trust Network Access, to enable secure remote access for any device anywhere, and Cloud Web Security for protecting web and SaaS apps against various web security threats.



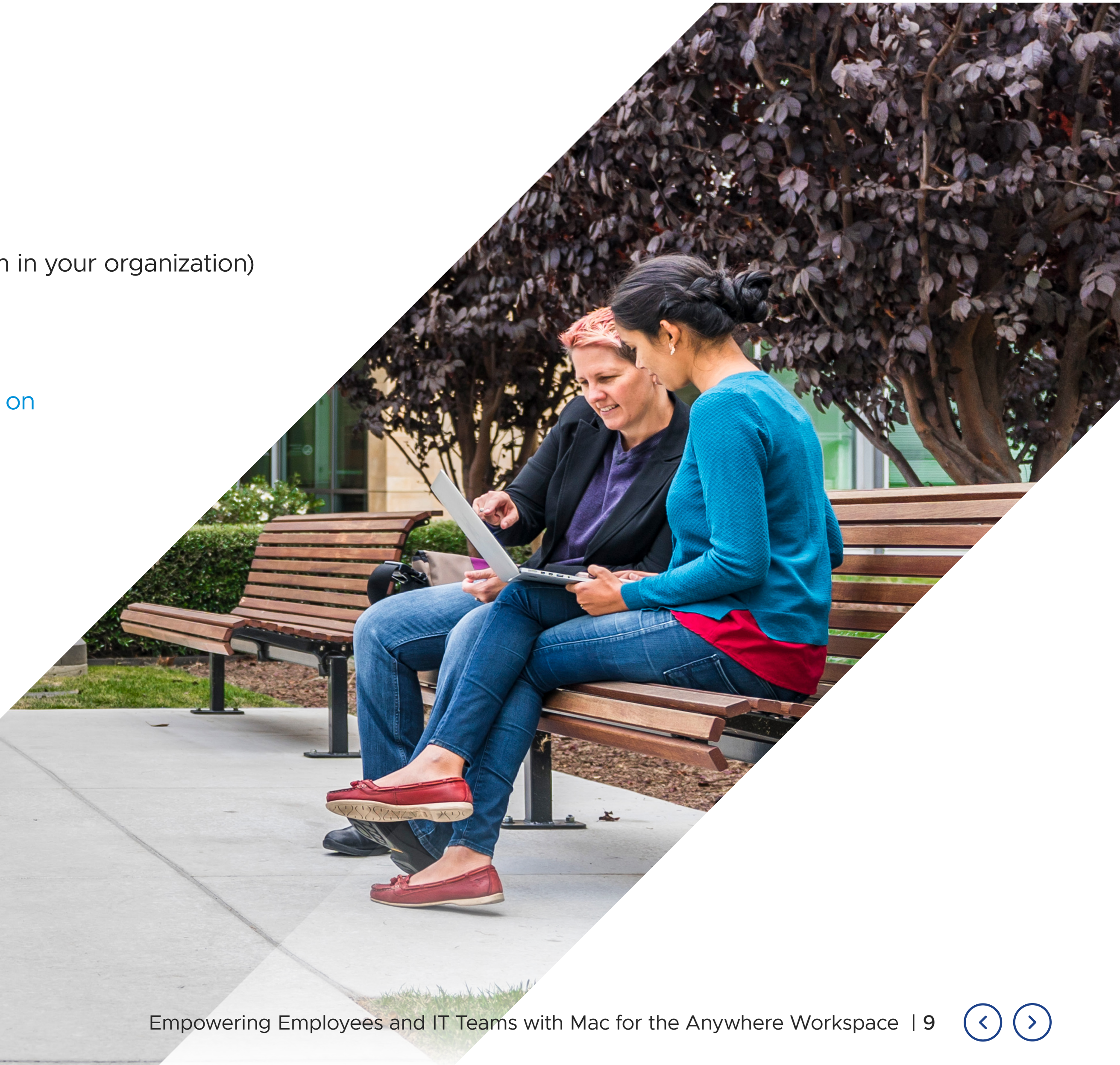
Workspace ONE Assist is a privacy-conscious, fully integrated remote support solution. IT and help desk staff can remotely control macOS and remotely view iOS devices directly from the Workspace ONE console.



Experience workflows is a service built on top of Boomi iPaaS that enables you to build employee-facing workflows that can be brought into Workspace ONE Intelligent Hub. Hundreds of third-party connections are available as well as pre-built integrations for things like employee onboarding and business process approvals.

Workspace ONE for macOS resources

- [Workspace ONE for macOS Overview video](#)
- E-book: [Empowering Employees to Choose Mac](#) (Offering a Mac as Choice program in your organization)
- Demo Videos:
 - [Workspace ONE Onboarding for macOS](#)
 - [Using Sensors and Scripts with Workspace ONE for Automation and Configuration on macOS](#)
 - [Advanced Software Distribution for macOS with Workspace ONE](#)
 - [Using Workspace ONE to Randomize and Escrow Recovery Keys and Administrator Passwords](#)
- Workspace ONE for macOS [FREE Online Training Course](#)
- [Exam](#) to earn the Certification Badge after taking the training course
- Workspace ONE Operational Tutorial: [Troubleshooting macOS Management](#)





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