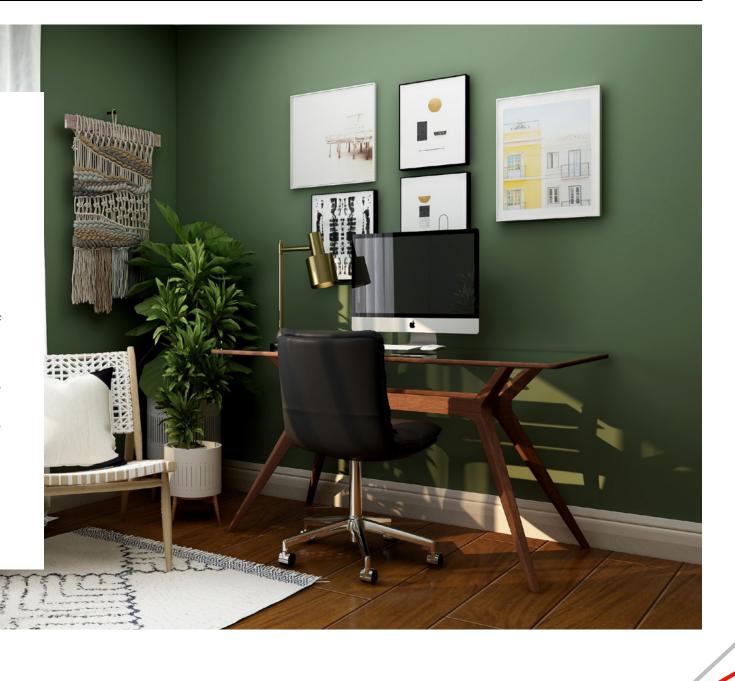# VMware Workspace ONE Professional Services

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# Introduction

Organisations have had to rapidly adapt to new working practices where 'work' no longer equals 'the office.' And now, the 'anywhere' distributed workforce is emerging as the model for the future of work, where employees can work from anywhere – the HQ, regional office, home, on the move, or a combination of all. This isn't just in the interest of employee experience, but brings with it tangible business and performance benefits, from productivity gains, real estate savings and access to bigger talent pools.

# Work is what you do, not where you do it

Location is no longer a barrier to productivity, allowing your employees to harness the capability to work anywhere, on any device. Organisations adopting a digital-first approach are leading the transformational charge, providing the right digital workspaces for employees to be able to work securely, anywhere. Investments in purely office-based employee experiences will increasingly disadvantage organisations from competing in this flexible new 'anywhere' model.



And employees are both liking and driving this business change, with 61% of people considering the ability to work remotely as a prerequisite (not a perk) of a job, and 90% saying it is the responsibility of the employer to ensure that employees have the appropriate access to the digital tools to enable remote work.

# Customer Challenges

Remote employee and home-workers expect familiar, mobile-like simplicity on their devices. But many IT teams are unable to keep up with the deployment, management, and support requirements for the work-from-anywhere workforce because they're tied to siloed, on-premises PC management tools.



**Legacy management comes with high costs**

- Legacy on-premises technology is built to support devices on company networks
- The move to hybrid work results in increased TCO and time required to deploy, manage, and support remote devices

**Security risks are growing, and existing solutions are ineffective**

- Legacy tools lack insight into the devices and activities of remote employees
- Current tools prove ineffective for an attack surface that is constantly increasing with users, endpoints, and apps anywhere and cloud-connected. This leads to greater exposure to security breaches and the potential for data loss.
- **95%** of breaches originate at endpoints[1]

**End user experiences are poor and inconsistent**

- User experience has suffered which directly impacts productivity, employee engagement and business goals
- Employees are plagued by inconsistent, siloed experiences across mobile and PCs. They often don't have access to self-service tools
- **76%** of employees complain of lacking access to apps from IT to get their work done[2]

# An all-encompassing solution: VMware Workspace ONE

VMware Workspace ONE is a single solution to manage all device types on all platforms in all use cases. It incorporates modern device, application, and identity management empowering security that's effective both inside and outside the corporate perimeter.
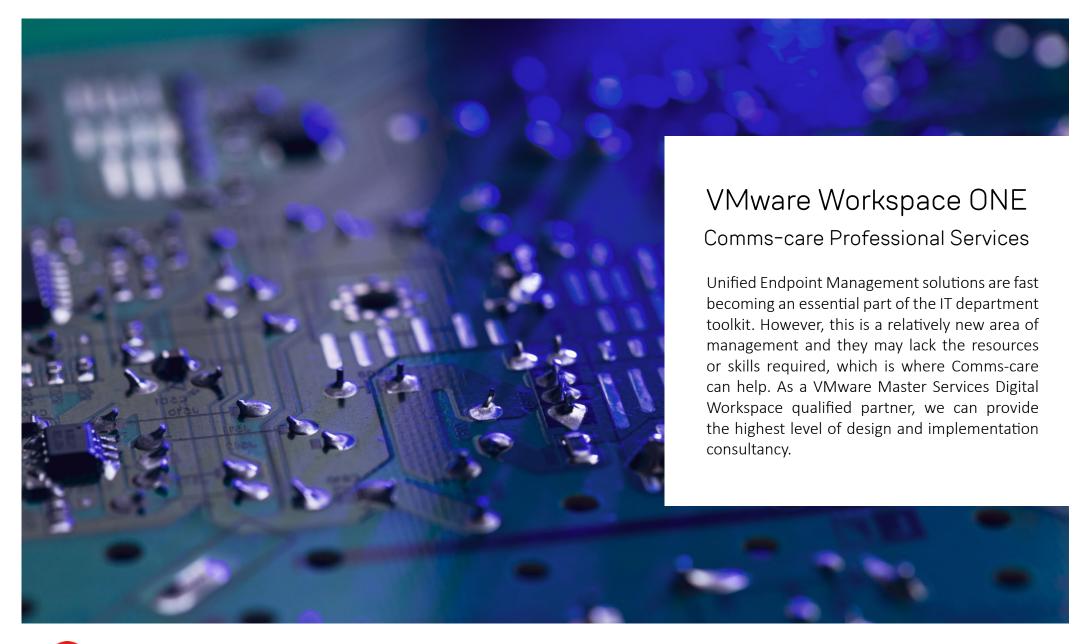
It enables IT teams to:

- Intelligently manage every device on every platform, providing a holistic view of the entire device estate.

- Enables rapid and simple onboarding of new employee devices with over-the-air registration and deployment of applications and policies.

- Flexibly support all use cases – BYOD, corporate-owned, frontline, or purpose-built

- Reduced time / management self-service portal, enabling staff to spend more time on key business tasks

- Make data-driven decisions and automate processes to reduce admin time spent on repetitive tasks.

- Meet security and compliance requirements by securing devices, apps, and data, both at rest and in transit.

# VMware Workspace ONE

## Comms-care Professional Services

Unified Endpoint Management solutions are fast becoming an essential part of the IT department toolkit. However, this is a relatively new area of management and they may lack the resources or skills required, which is where Comms-care can help. As a VMware Master Services Digital Workspace qualified partner, we can provide the highest level of design and implementation consultancy.

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There are important challenges and considerations that need to be addressed when considering mobile device management and our consultants have listed just a few of the questions that need to be asked.

- What devices do employees have and where are they located?
- Are the devices secured whilst accessing company resources?
- Are they running the latest software / security updates?
- Is Shadow IT happening via unsanctioned applications?
- What is the risk and cost to the business if a device was lost or stolen?

We understand that every business has different needs and goals and as a channel partner we want to make sure that your customer is getting the best advice and services, creating a strategic relationship that leads to multiple engagements and drives your profits through customer retention.

Our four step process:

## 1. Initiate

- Introduction Meeting
- Provide pre-requisite requirements
- Confirm scheduling

## 2. Plan

- Review scope, objectives, and key success criteria
- Review technical architecture and deployment options

## 3. Execute

- Software installation of necessary components
- Technical integration with customer infrastructure

## 4. Close

- Implementation of monitoring and maintenance
- Transition back to business as usual

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# Partner Benefits

- Meet critical customer needs around Unified Endpoint Management

- VMware can be a key differentiator – many organisations want to use best-of-breed and that means having multiple options to offer your customers, giving you the tools to close opportunities no matter the client's requirements

- Integrate with existing VMware software such as Horizon and Carbon Black, extending your strategic engagement with your customers

- Work with a top tier VMware Principal Partner, utilising our in-house VMware consultants who are on hand to provide specialist expertise

Whatever the future holds, our professional services can help organisations to stay agile and be prepared to meet the next challenge. As a top tier 100% channel-only VMware Principal Partner, Comms-care couldn't be better placed to assess, assist and support your customers. Leverage our specialist expertise, VMware accreditations, comprehensive services and consultative approach to deliver better outcomes for your customers.

With the right balance of automation and control, we can equip them to meet rapid changes and evolving demands while helping employees stay secure, connected, and productive.

## Get in touch today

**For more information on Workspace ONE, click here**

References:
[1]VMware internal research   [2]VMware internal research - (https://www.vmware.com/content/dam/digitalmarketing/vmware/en/pdf/infographic/vmw-remote-first-static-infographic.pdf)

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# Thank you

For more information about VMware Workspace ONE or to learn more about our VMware services, contact us at:

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