

omnissa™

Empower Frontline Workers with Workspace ONE

200-Level Presentation

Last Updated September 2022

Agenda

Market Overview

Workspace ONE Solution Overview

Empower Frontline Workers with Workspace ONE

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[Horizon](#)

Customer Case Studies

Summary

Key Contacts and Resources

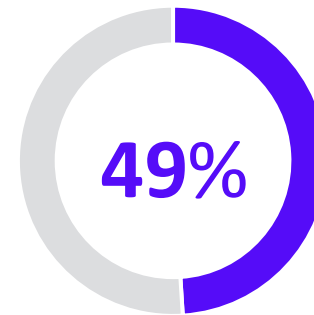
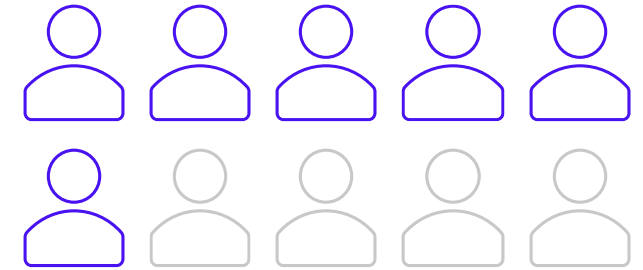
Market Overview

Frontline workers deliver essential goods and services

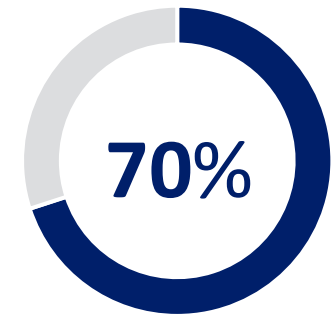
Service and task workers have different requirements than desk-based employees



Frontline workers will account for 60% of workforce by 2024



of frontline workers were mobile enabled in 2020



of new mobile investments over the next 4 years will be for frontline workers

Mission-critical device deployments in retail

Optimize frontline worker productivity from the back to front of store



Enable store associates to easily communicate with each other, access product and customer information, and process payments with rugged mobile computers or barcode scanners and consumer devices in enterprise sleds

Provide workers with immersive training with VR headsets

Print barcodes, labels and receipts with mobile printers

Promote new products and create purchase impulse with interactive kiosks

19 of The Top 20 Global Retail Brands Leverage Omnissa Solutions

Mission-critical device deployments in retail

Maintaining business continuity during and after global pandemic



Empower and Ensure the Safety of the Retail Workforce and Shoppers with Omnissa End-User Computing (EUC)

Mission-critical device deployments in healthcare

Optimize efficiency and reduce error rate at the point-of-care



Collect key info and provide real-time access to patient vitals, diagnostics, imaging and more at the point-of-care with **rugged mobile computers** or **barcode scanners** and **consumer devices** in enterprise sleds



Reduce medical error within the surgery room and while interacting with patients with **AR head-mounted wearables**



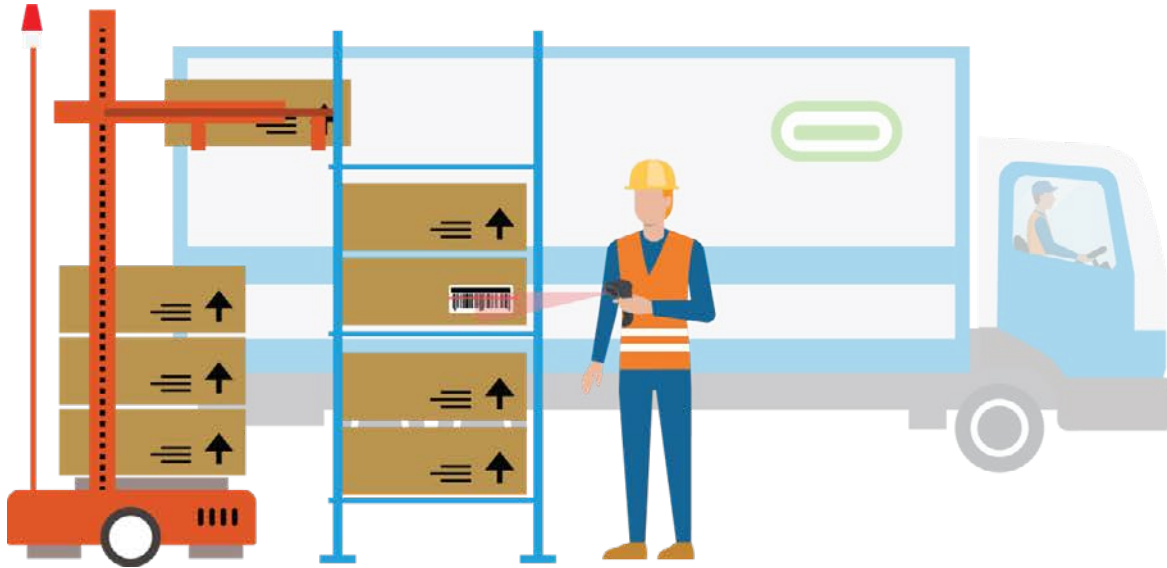
Increase efficiency and reduce error by labeling specimens and samples at the point of collection with **mobile printers**



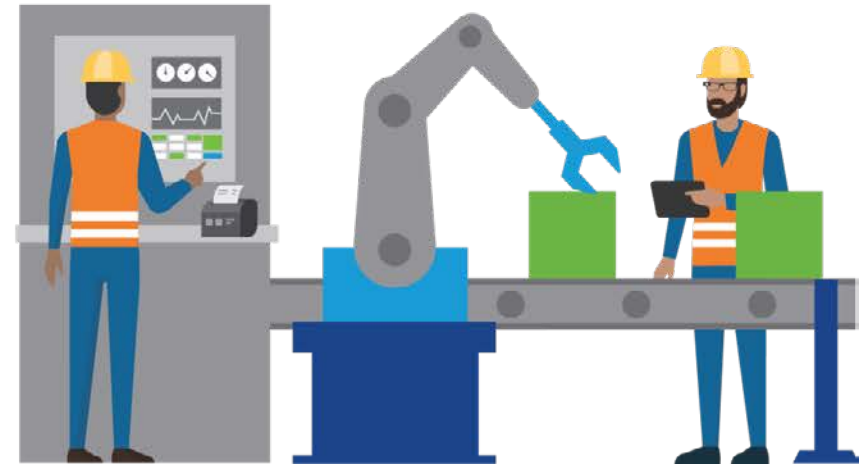
Save admin staff time and improve patient privacy and wait times with **interactive kiosks**

Mission-critical device deployments in manufacturing

Optimize efficiency and visibility and quickly adapt to evolving supply chain needs



Track the current status and location of all assets for greater productivity and cycle count efficiency with **rugged mobile computers** or **barcode scanners**



Print barcodes, labels, receipts or tickets to quickly sort materials and increase visibility with mobile printers

Deliver instructions, visual diagrams, and reference materials directly to workers' line-of-sight with **AR head-mounted wearables**

Mission-critical device deployments in logistics

Optimize efficiency and visibility and quickly adapt to evolving supply chain needs



Track the current status and location of all assets for greater productivity and cycle count efficiency with **rugged mobile computers** or **barcode scanners**



Print barcodes, labels, receipts or tickets to quickly sort materials and increase visibility with **mobile printers**

Top device types and use cases



Shared Corporate-Owned, Single-Use (COSU)

Device Types: Consumer smartphones or tablets, rugged smartphones or handheld computers, barcode scanners, mobile printers, XR headsets

Use Case: Fully managed devices used by workers during shift for a specific task or set of tasks



Interactive Kiosks and Digital Signage

Device Types: Corporate-owned interactive kiosks or digital signage

Use Case: Fully managed devices used in customer-facing scenarios or to enhance workplace culture



Corporate-Owned, Personally Enabled (COPE)

Device Types: Corporate-owned consumer smartphones

Use Case: Fully managed devices used by workers for work and personal use



Bring Your Own (BYO)

Device Types: Personally-owned smartphones

Use Case: Partially managed devices used by workers personally and to access non-business critical work content or apps



Workspace ONE

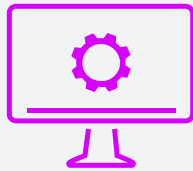
Solution Overview

Workspace ONE for frontline worker use cases

End-to-end solution purpose-built for the front lines



Only UEM, consistently recognized as an industry leader by analysts, with comprehensive support for every device type and use case



Manage frontline devices, alongside existing mobile and laptop deployments, from a single console at scale



Enable End-to-End Management and Security

Enroll and configure mobile, rugged, headsets, printers, IoT, and laptops with line-of-business apps and manage at scale with [Workspace ONE UEM](#). Support SSO, per-app VPN, conditional access, and MFA via [Workspace ONE Tunnel](#) and [Workspace ONE Access](#).



Support Shared COSU and Kiosk Devices

Deliver exceptional employee experiences with the ability to lock devices into single or multi-app mode, UI/UX customization options, and identity and access controls (including check-in/check-out) with [Workspace ONE Launcher](#).



Deliver a Consumer-Simple Digital Workspace and Exceptional DEX

Streamline frontline worker communications and boost productivity and collaboration with SSO access to corporate content, notifications, and self-service support with [Workspace ONE Intelligent Hub](#).



Improve Management and DEX Through Analytics and Automation

Leverage insights and analytics to make data-driven decisions and drive automation to improve DEX and strengthen security with [Workspace ONE Intelligence](#).

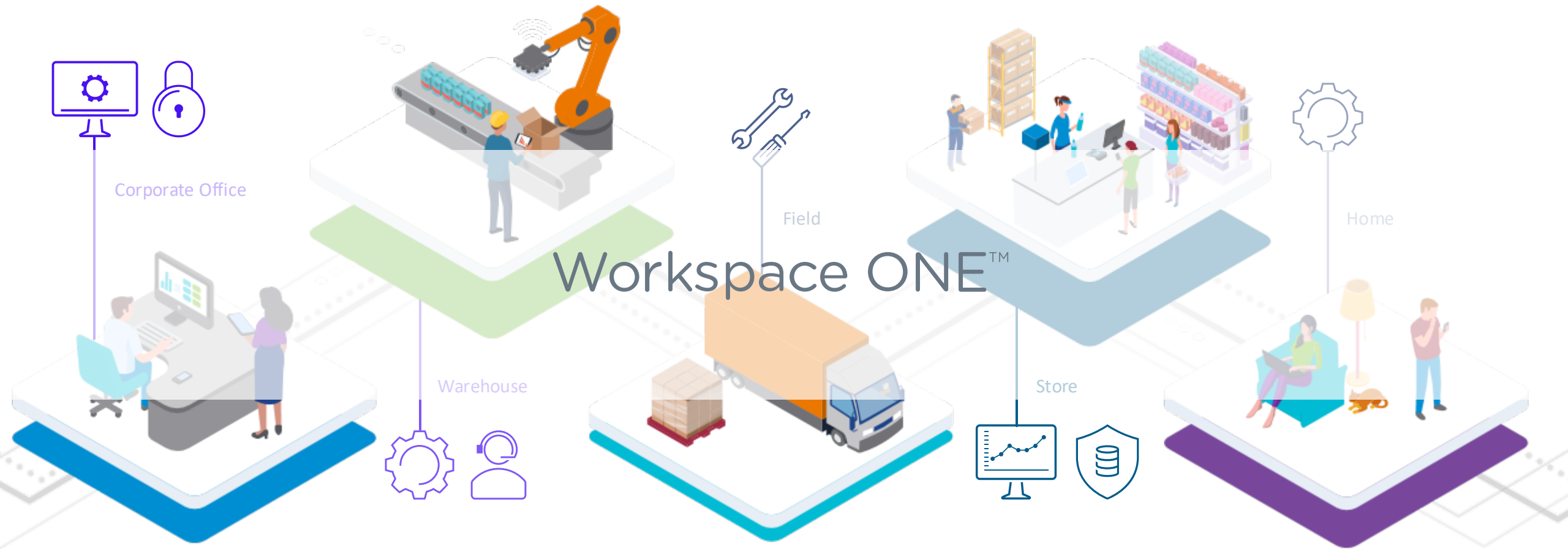


Optimize Your Service Desks and Provide Remote Support

Remotely assist work with tasks and issues in real-time with remote view and control capabilities with [Workspace ONE Assist](#) and [Workspace ONE ITSM Connector for ServiceNow](#).

IT is relying on too many solutions across use cases

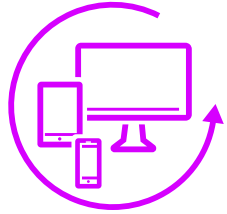
Cut costs and eliminate multiple licenses and management silos with Workspace ONE



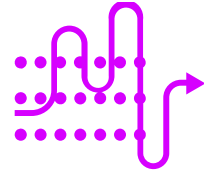
Consolidate management silos across all use cases with Workspace ONE, a single platform for integrated management, identity, analytics and remote support

Workspace ONE anywhere workspace platform

Deliver an engaging employee experience across any use case



Unified Endpoint Management (UEM)



Intelligent Insights and Automation



Virtual Apps and Desktops



Zero Trust Security



Knowledge Worker Devices



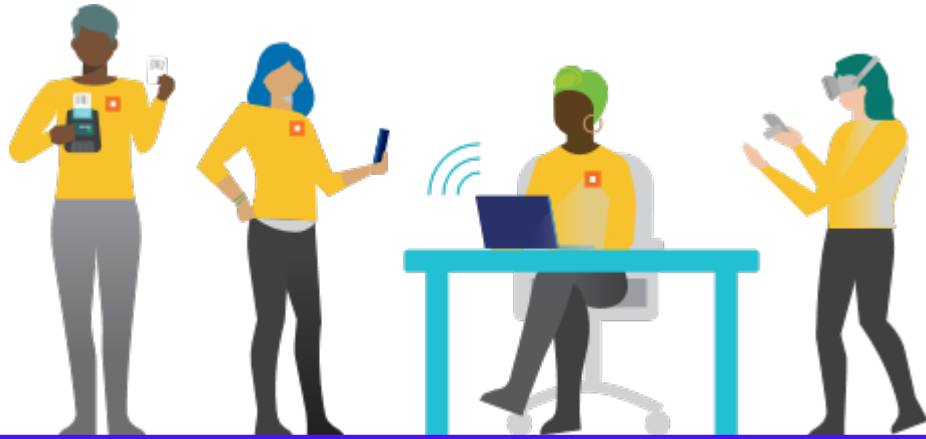
Frontline Worker Devices



Customer-Facing Devices

Workspace ONE for frontline worker use cases

A flexible, scalable, secure, and future-ready IT strategy



Enable unified endpoint **management, security, and support**, and a seamless **digital employee experience** across any use case

COSU ? COPE ? BYO ? Unattended ? IoT

Omnissa Workspace ONE



Deliver streamlined **desktop and app virtualization** across any endpoint across private, hybrid, and multi-cloud deployments

COPE ? BYO ? Unattended ? POS ? EHR

Omnissa Horizon

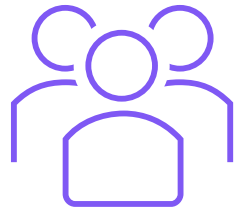
Empower frontline workers with Workspace ONE

Key benefits



Optimize Efficiency and Transform Workflows

Simplify management and support of mission-critical device deployments



Improve Frontline Worker EX

Deliver a seamless end-user experience to keep workers productive and engaged



Minimize Device Downtime

Assist workers with device tasks and issues before it impacts your bottom line



Scale to Support Any Use Case

Support new technologies that improve productivity and CX like BYO programs and IoT

Frontline workers and digital transformation

Top device use cases



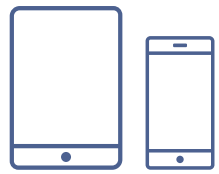
Shared Corporate-Owned, Single-Use (COSU)

Managed mobile devices, printers, and XR headsets



Interactive Kiosks and Digital Signage

Managed interactive kiosks and digital signage



Corporate-Owned, Personally Enabled (COPE)

Managed mobile devices and XR headsets



Bring Your Own (BYO)

Personally-owned Managed or registered devices



Empower frontline workers with Workspace ONE

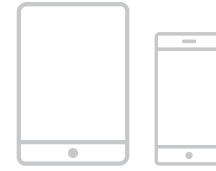
Intelligent-driven unified platform to support any use case at scale



Shared COSU



Kiosks and Signage



COPE



BYO

Workspace ONE Unified
Endpoint Management (UEM)

Omnissa Workspace ONE

Empower frontline workers with Workspace ONE UEM

Built to meet the unique management requirements of mission-critical devices



Low-Touch Enrollment

Zero-touch enrollment and configuration



Shared Device Management

Customize and configure and enable check-in / check-out



Complete Lifecycle Management

Extensive policy support and analytics and automation



Remote Worker Support

Remotely support workers with device and app tasks and issues



Workspace ONE UEM for mission-critical devices

Built to meet the unique management requirements of mission-critical deployments



Stage

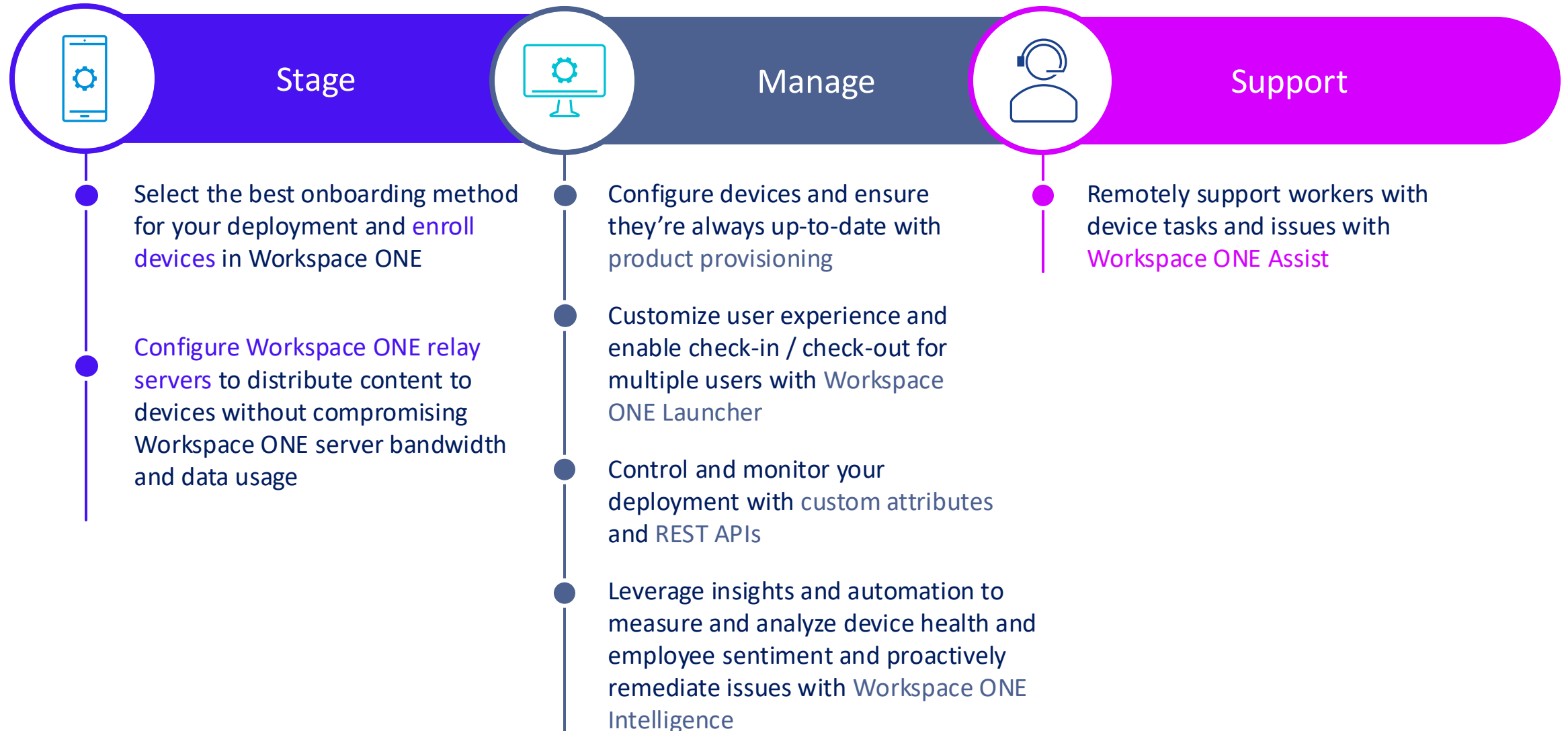


Manage



Support

Workspace ONE UEM for frontline devices



What is Desired State Management (DSM)?

A better way to manage



Today

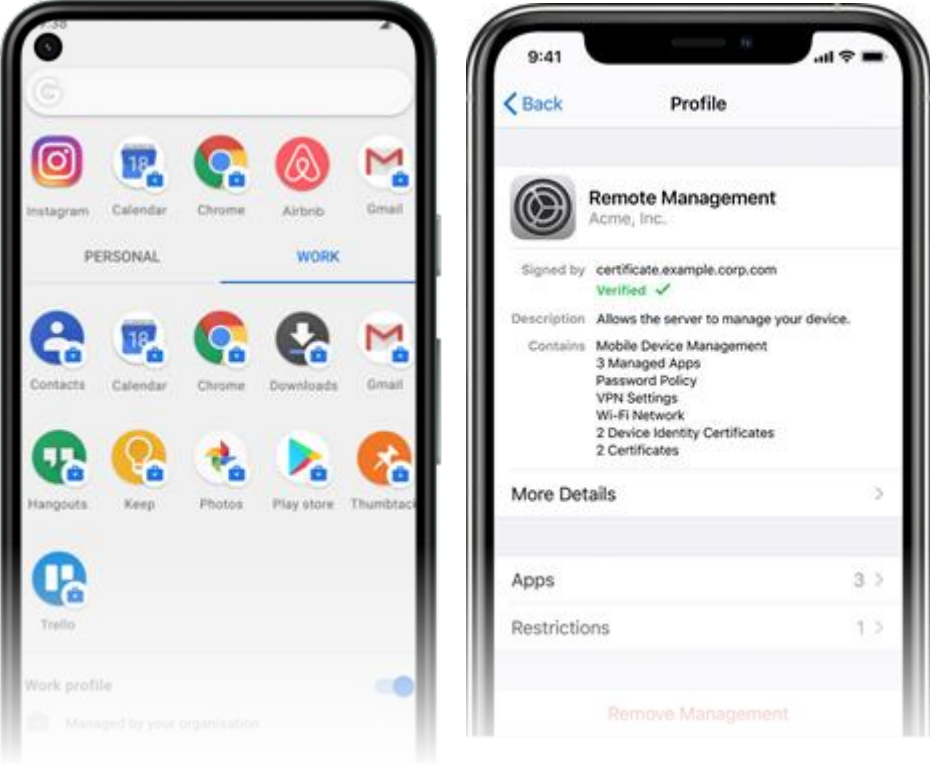
Deploy passcode, Wi-Fi, VPN, email, and restriction profiles
Push down business apps (like Zoom, Slack, and Concur)
Query and check compliance



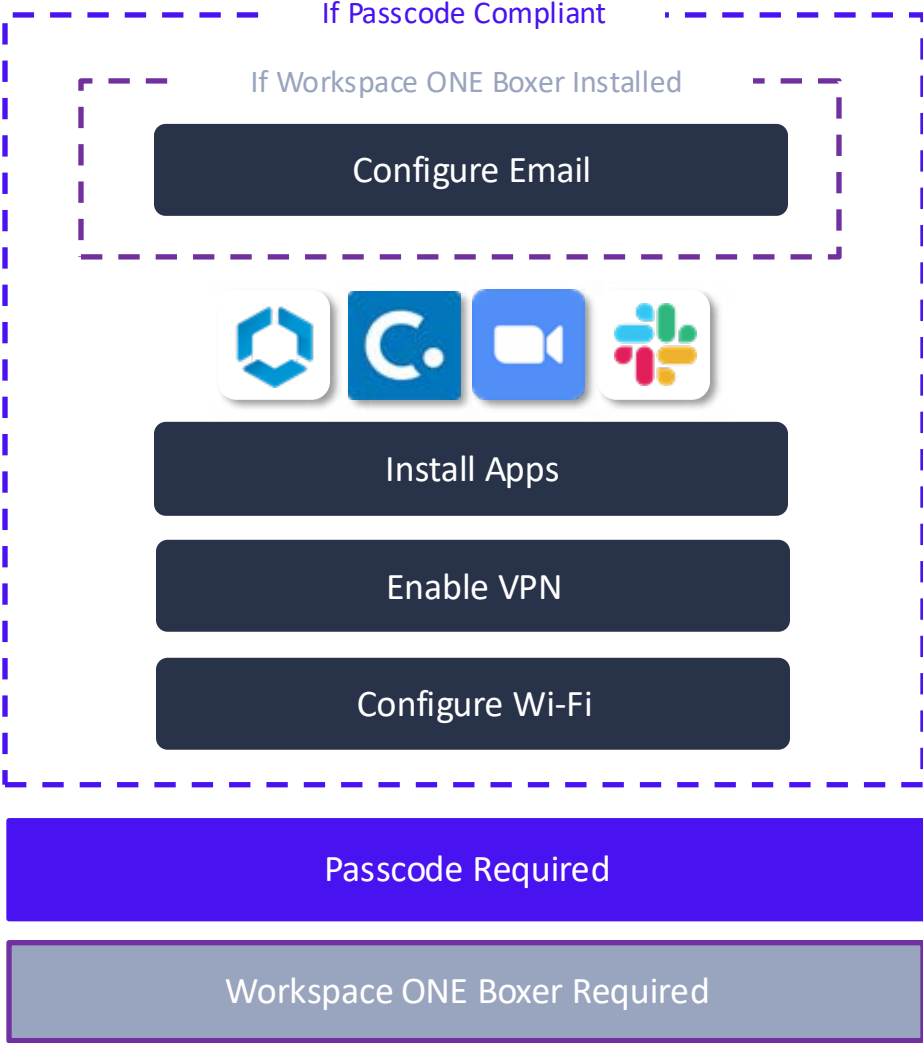
Desired State Management

Provision device for use case

DSM paradigm: example framework



Tie specific policies to specific attributes to make devices more autonomous throughout their lifecycle



Workspace One UEM for Linux devices

Enroll and manage any Linux device with distribution-agnostic support



End-to-End Management

Enroll endpoints, enable asset tagging and tracking, access critical device, network info and troubleshooting, perform an enterprise wipe.



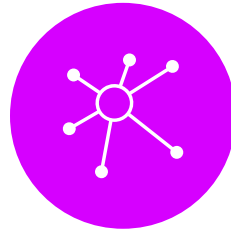
Custom Configuration

Create custom payloads that include Open Source Puppet manifests to execute customized scripts and actions on devices



Wi-Fi Configuration

Configure SSID, security type, and credentials, including certificates



Support for Workspace ONE Sensors

Create and assign sensors to track important custom device attributes within Workspace ONE UEM



Credentials Configuration

Send certificates to devices to enable secure access to corporate resources



Advanced Remote Support Tools

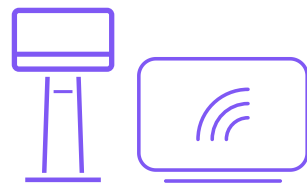
Easily manage device files and folders and access the command line to diagnose and troubleshoot issues within a Workspace ONE Assist remote session

Empower frontline workers with Workspace ONE

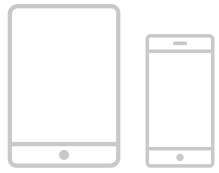
Intelligent-driven unified platform to support any use case at scale



Shared COSU



Kiosks and Signage



COPE



BYO

Workspace ONE
Launcher

Omnissa Workspace ONE

Shared mission-critical device deployments

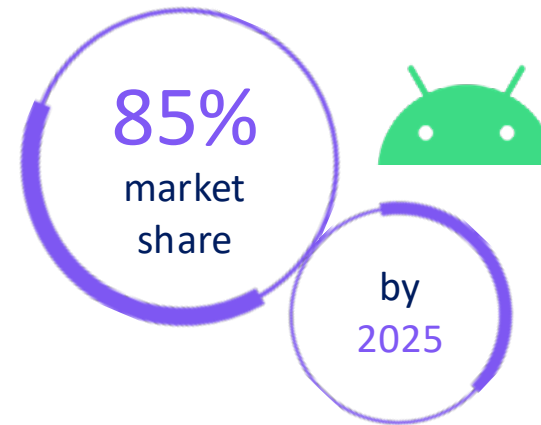
Crucial for frontline worker productivity, efficiency, and EX



Shared mobile devices shared by shift-based workers

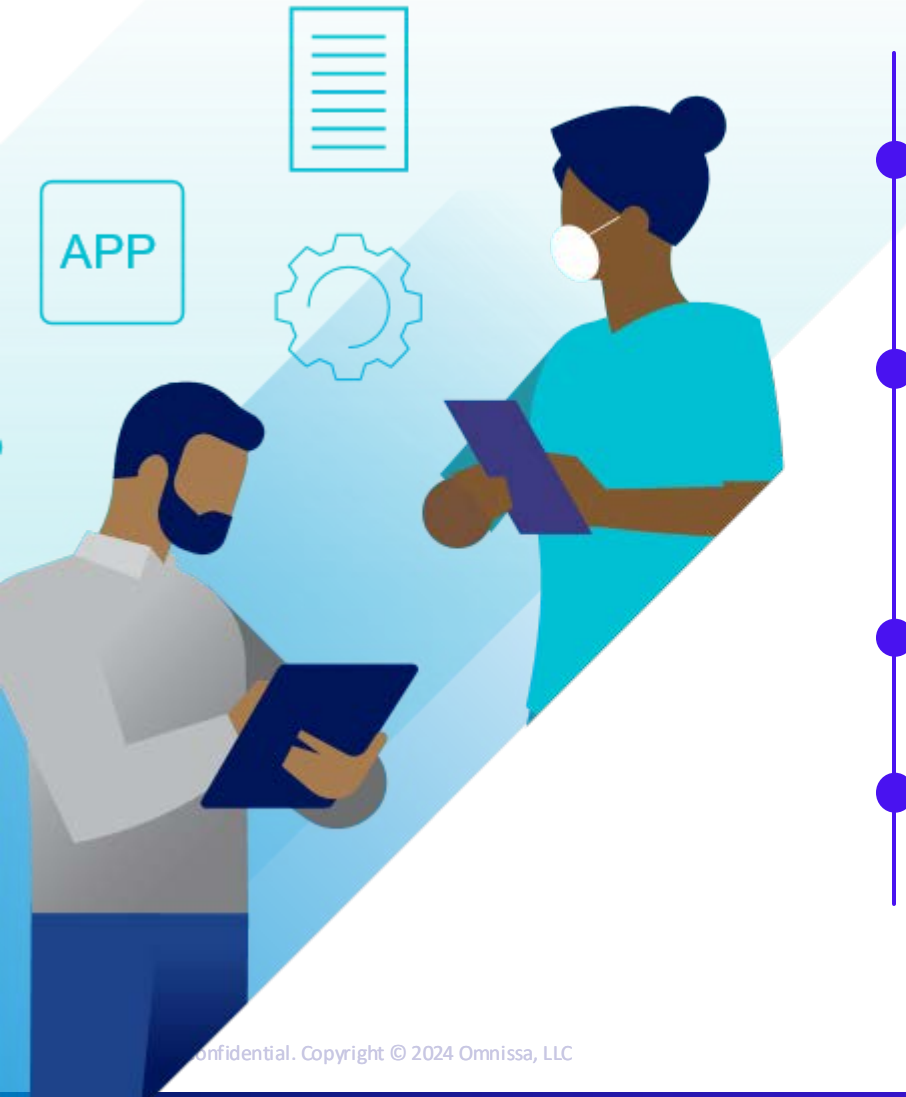


Unattended devices deployed as interactive kiosks or digital signage



Workspace ONE Launcher

Maximize security and improve worker productivity and EX



Lock devices in single or multi-app mode

Configure device settings across use case, worker role or individual

Customize device UI

Enable check-in / check-out



Configure and Customize



Enable Check-In / Check-Out

Workspace ONE Launcher

Enable multi-user devices shared by frontline workers with check-in / check-out

1 Create and assign Launcher profiles, based on worker role or individual

2 Workers' gain access to apps via single sign-on (SSO)

3 Devices are configured with the access, settings and apps tied to that worker



Improve Security of Shared Devices and Boost Shift Worker EX

Once device is checked-in, device settings for that worker are wiped and device is ready to be checked-out again

Devices that are checked-in / not being used are still enrolled and can be managed from the console

Recent Workspace ONE Launcher enhancements

Updated UX/UI for an even better IT and employee experience



Restyled Check-In / Check-Out Screen

Homepage Search Bar

Dark Mode

Improved Dropdown

Widgets

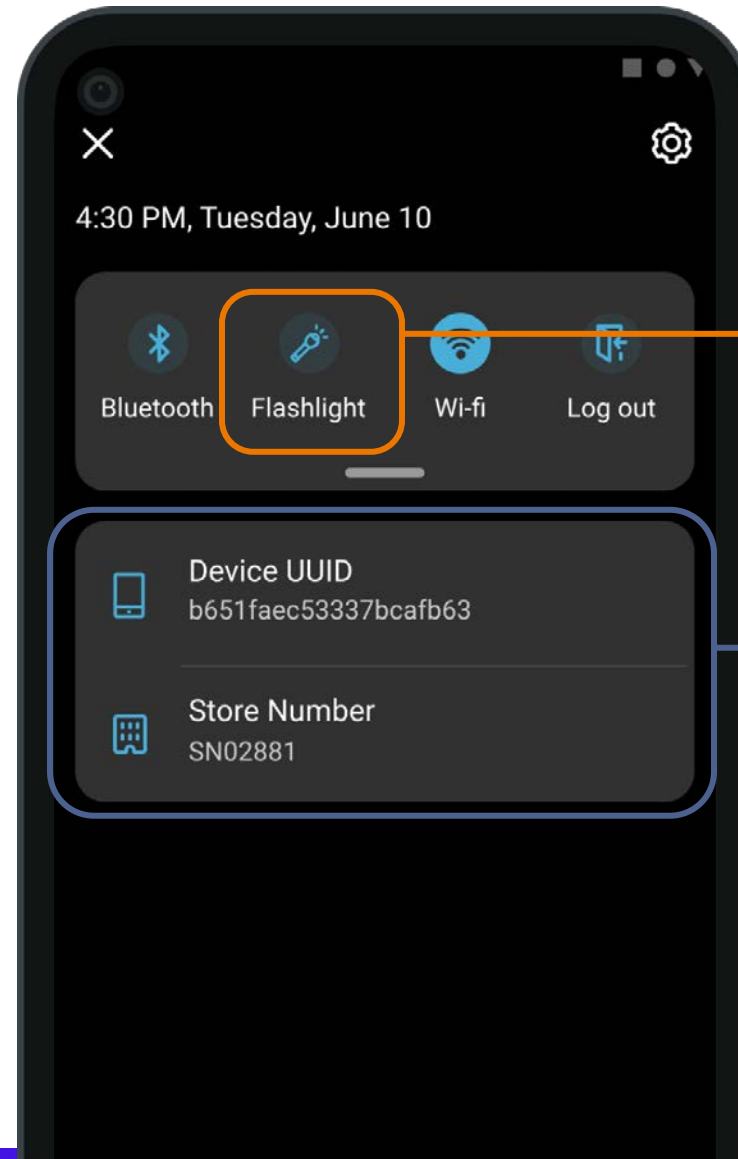
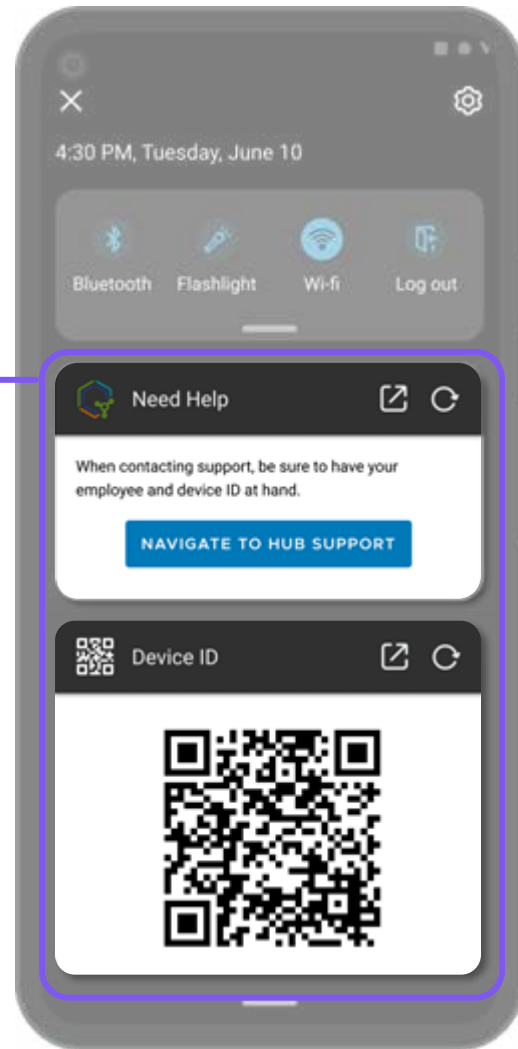
Redesigned dropdown menu

Workspace ONE Launcher

HTML Widgets

Create custom widgets to give workers quick and easy access to important apps and sites

Add custom attributes to URLs to create dynamic content



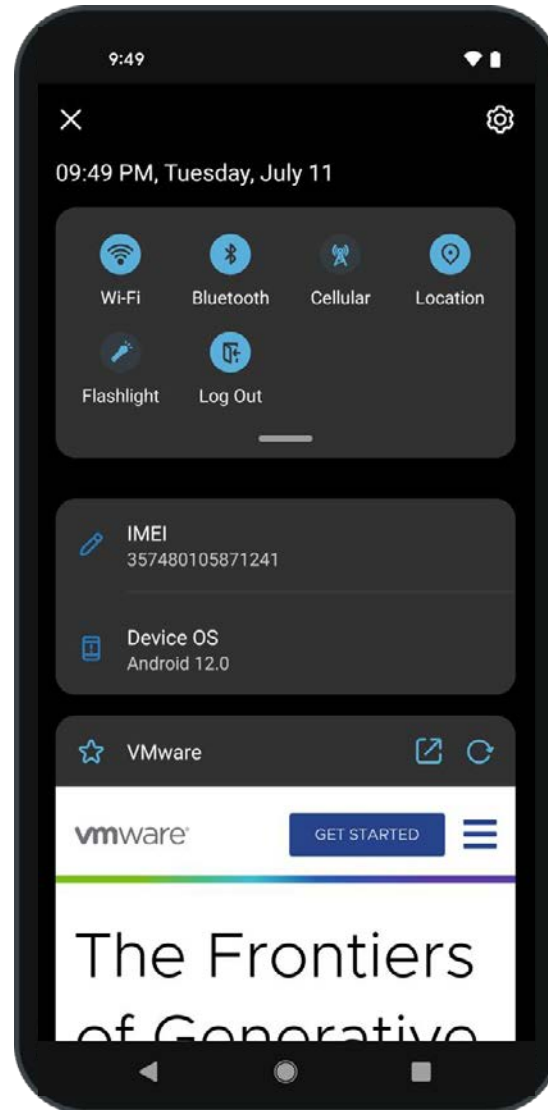
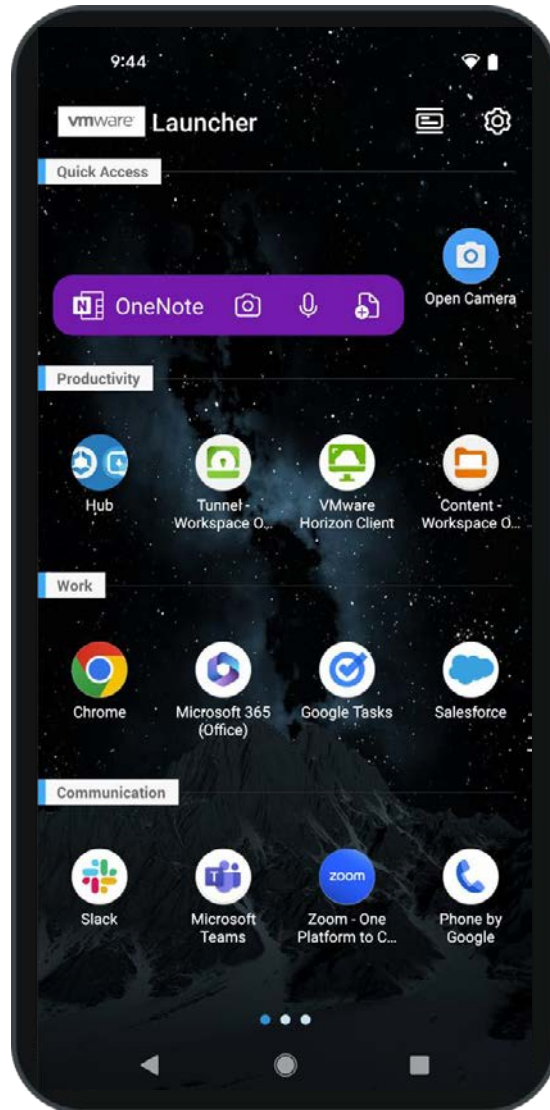
Flashlight

Added to quick access features

Custom Attribute Widget

Display critical info to streamline certain workflows, like support or inventory tracking

Workspace ONE Launcher home screen widgets



Display HTML and custom attribute widgets on device home screen to give workers even faster, more prominent access to critical info, apps, and sites

Empower frontline workers with Workspace ONE

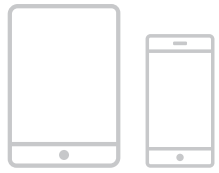
Intelligent-driven unified platform to support any use case at scale



Shared COSU



Kiosks and Signage



COPE



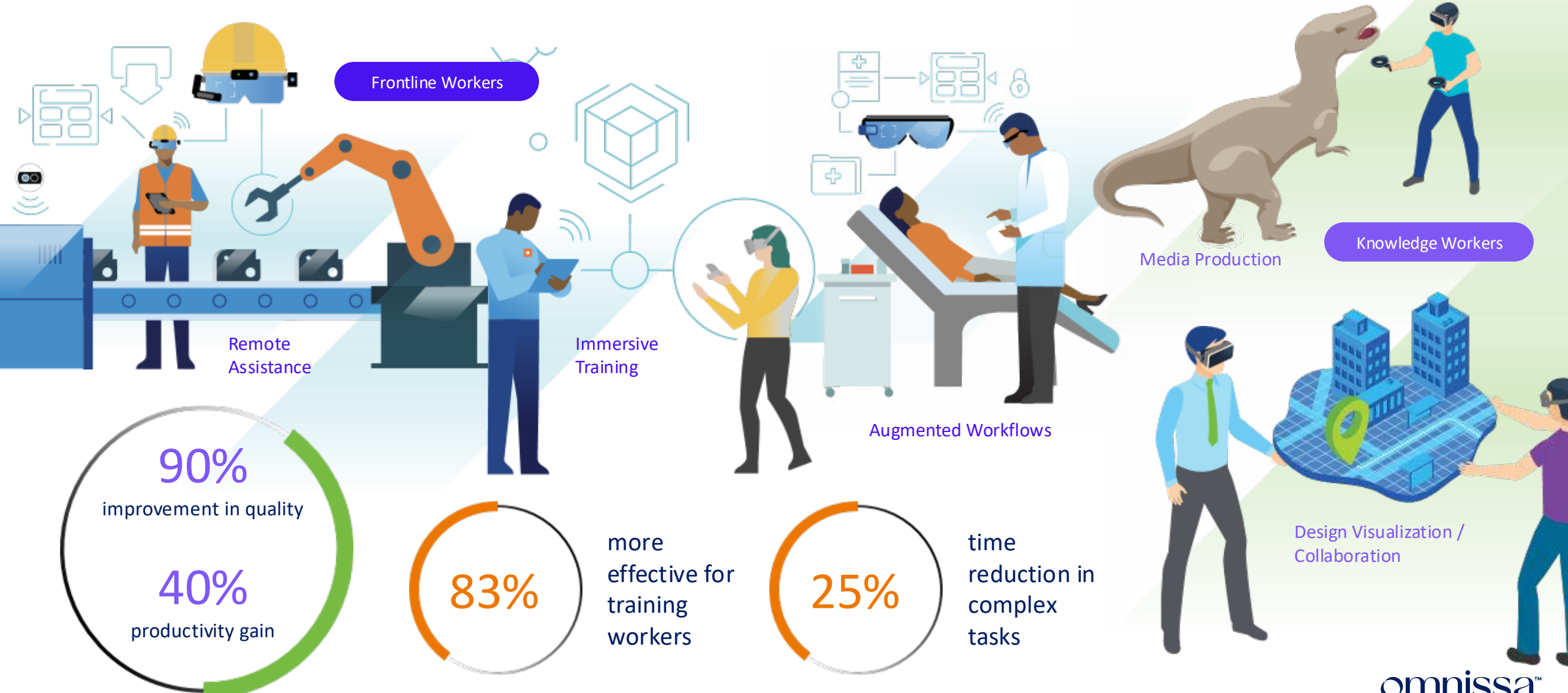
BYO

Workspace ONE
XR Hub

OmnissaWorkspace ONE

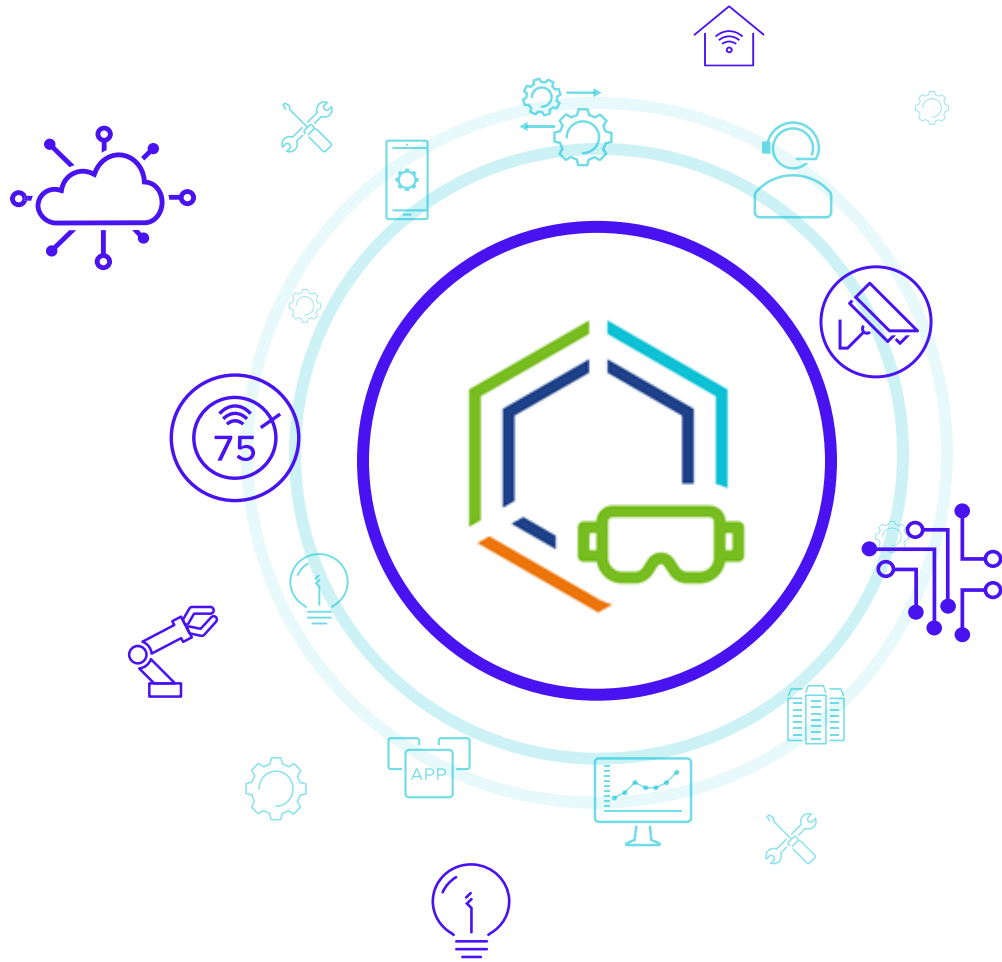
Top enterprise use cases for XR

XR transforms knowledge and frontline worker workflows



Introducing Workspace ONE XR hub

The first industry solution specifically designed to streamline XR device management

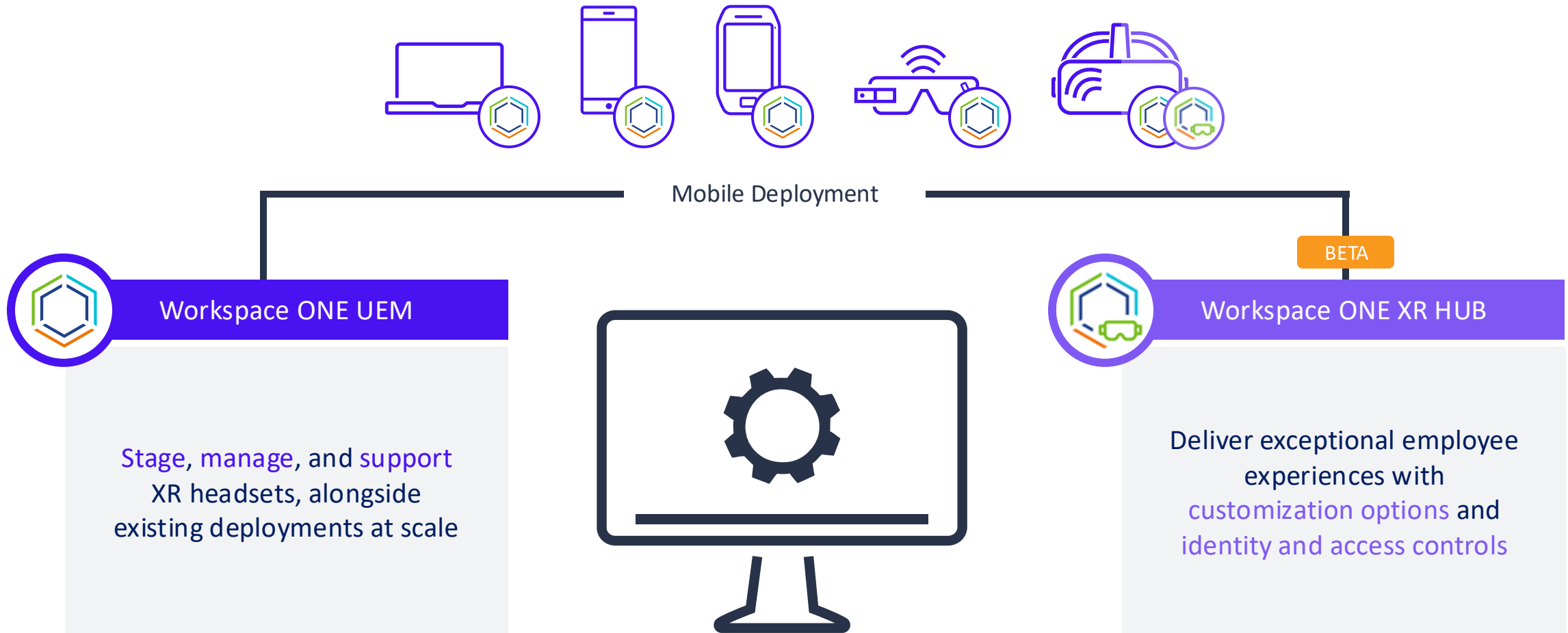


Securely deploy XR devices at scale and deliver an exceptional employee experience (EX) with customization options and identity and access controls.

Choose the XR devices that works best for your use case and manage them just like any other device.

Workspace ONE XR solution

Extend management to XR devices with Workspace ONE UEM and XR Hub



Workspace ONE UEM for XR devices

Built to meet the unique requirements of XR in the enterprise



Streamlined Staging

Save time and resources with low-touch enrollment and configuration



Simplified App Deployment

Give workers access to the XR and non-XR apps they need with simplified app deployment and management



Complete Lifecycle Management

Securely manage the full device lifecycle with extensive policy support across the top device manufacturers



Remote Employee Support

Remotely support employees with device and app tasks and issues anytime, anywhere



Empower frontline workers with Workspace ONE

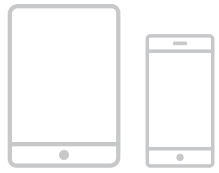
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Shared COSU



Kiosks and Signage



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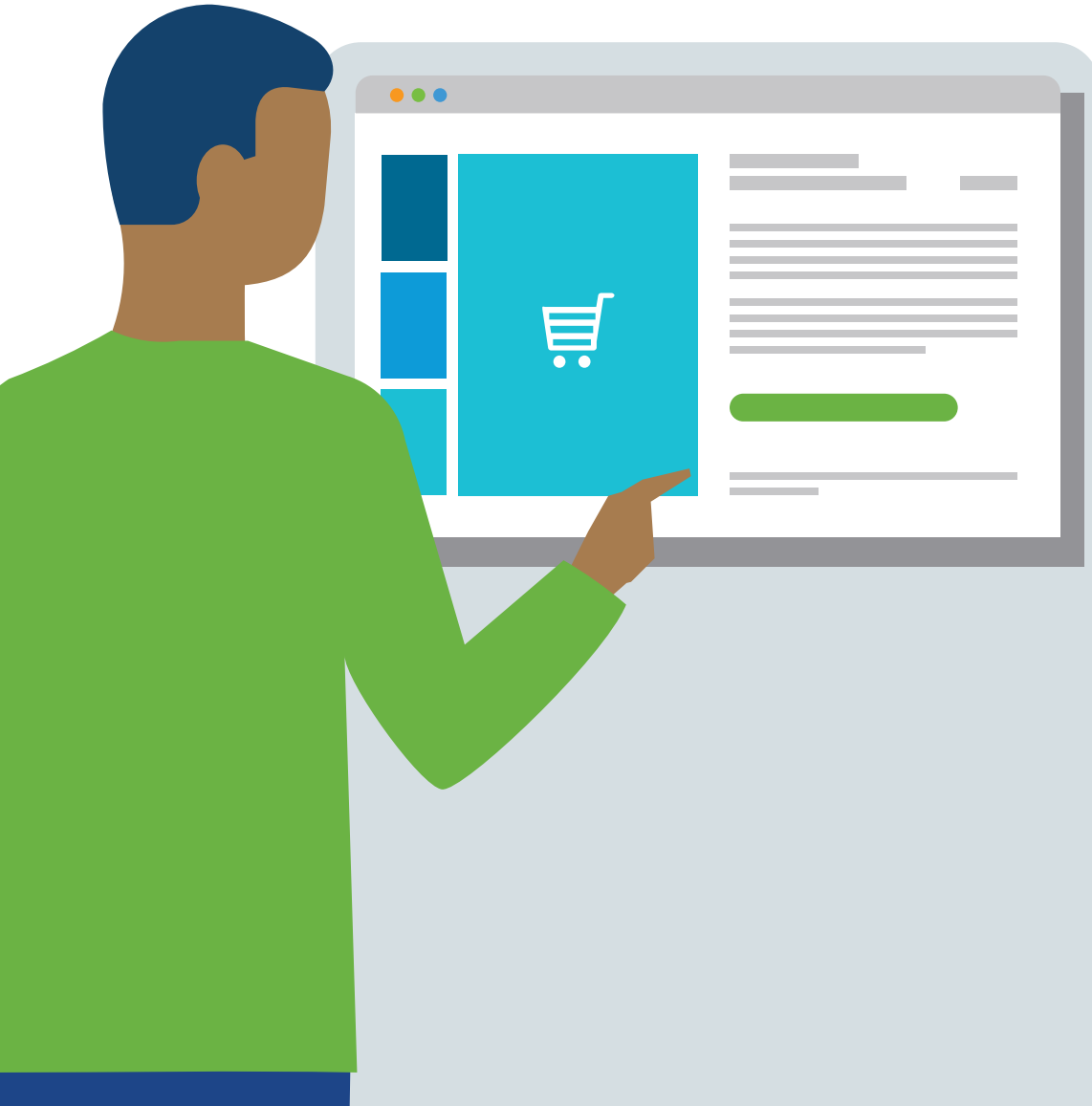


BYO

Workspace ONE
Web

OmnissaWorkspace ONE

Workspace ONE web for interactive kiosks



Secure Managed Access

Define select URLs inside or outside the corporate network for controlled access

Shared-Use

Integration with check in/check out for SSO and configurable cache clearing

Kiosk

Kiosk and full screen mode to control user experience and prevent unauthorized actions

Scale to support any use case with Workspace ONE

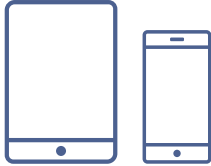
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



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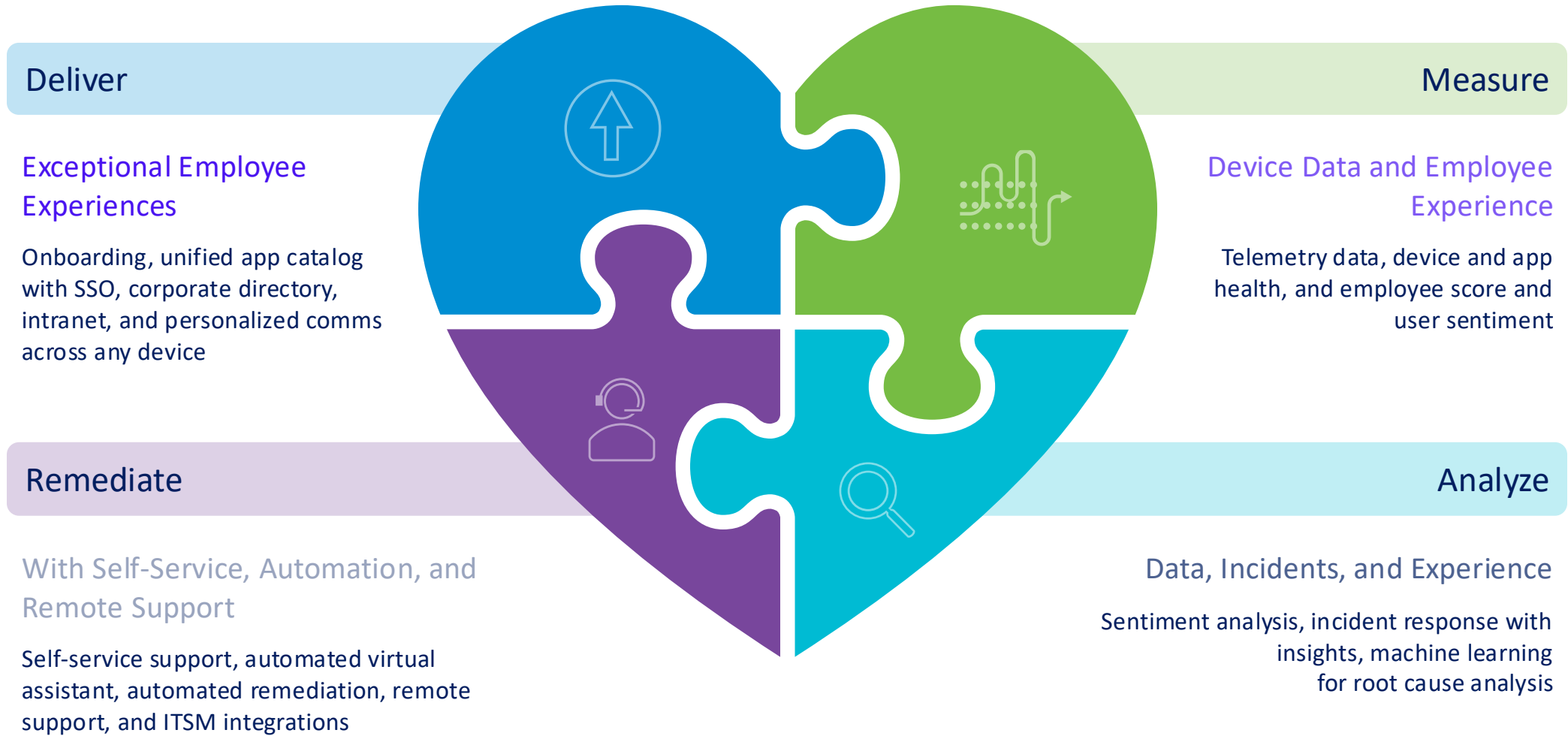


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Workspace ONE
Intelligent Hub and
Hub Services

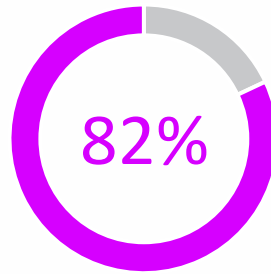
OmnissaWorkspace ONE

DEX is the pulse of a successful digital workforce

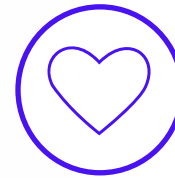


Focusing on employee experience to drive business growth

Putting your workforce at the heart of digitization efforts leads to better CX



are investing more in DEX to attract and retain talent



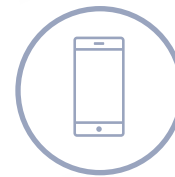
Workplace Culture and Engagement



Communication and Collaboration



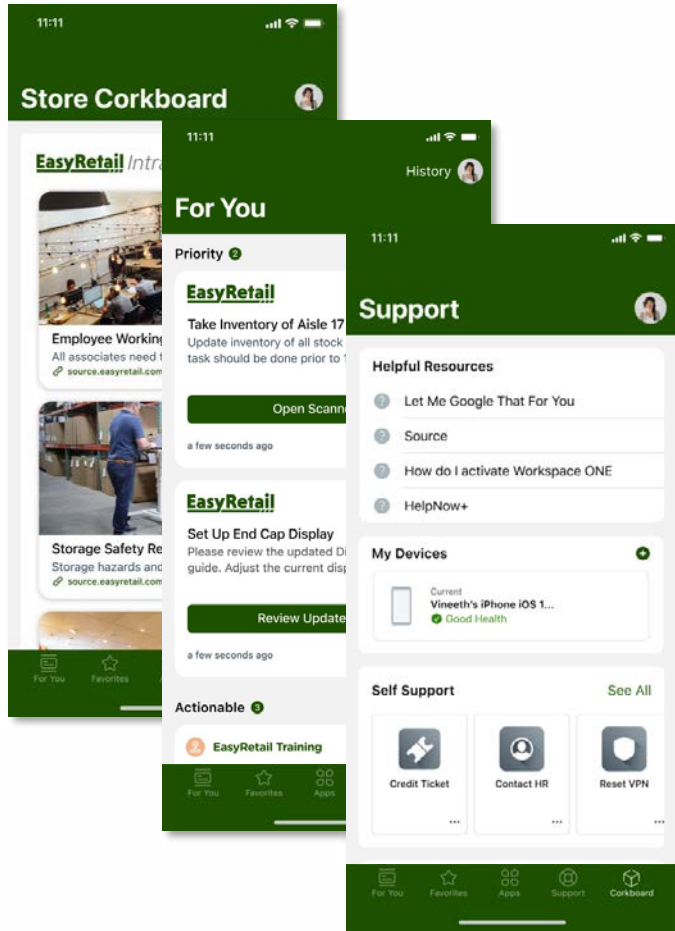
Scheduling and Training



Digital Workspace and Sentiment Tracking / Analysis

Streamline frontline worker engagement and productivity

Engage workers through familiar tech to support hiring and boost retention



Single Sign-on
(SSO)



Self-service



Access To Corporate
Content



Notifications And
Communications



omnissa™

Workspace ONE Intelligent Hub

Employee experience demo



Apps and Content



Custom Tab



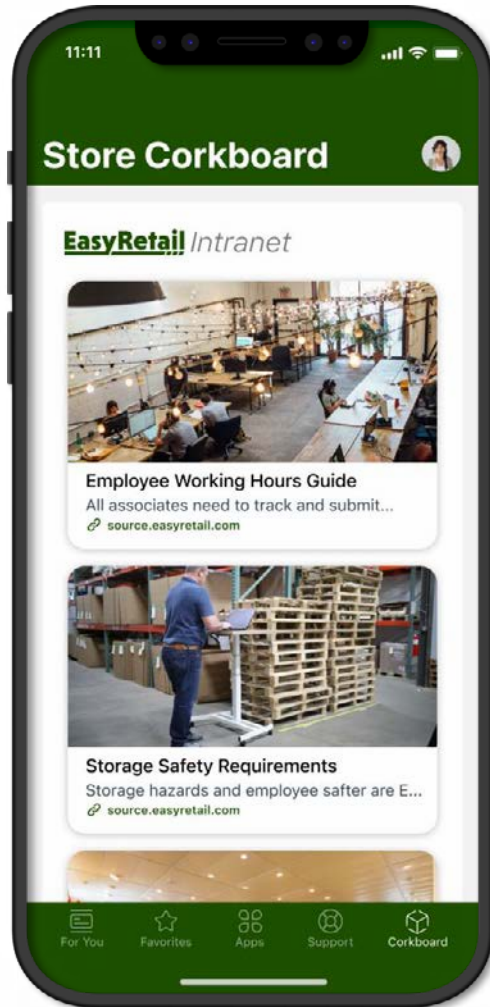
Actionable Notifications



Consolidated Support

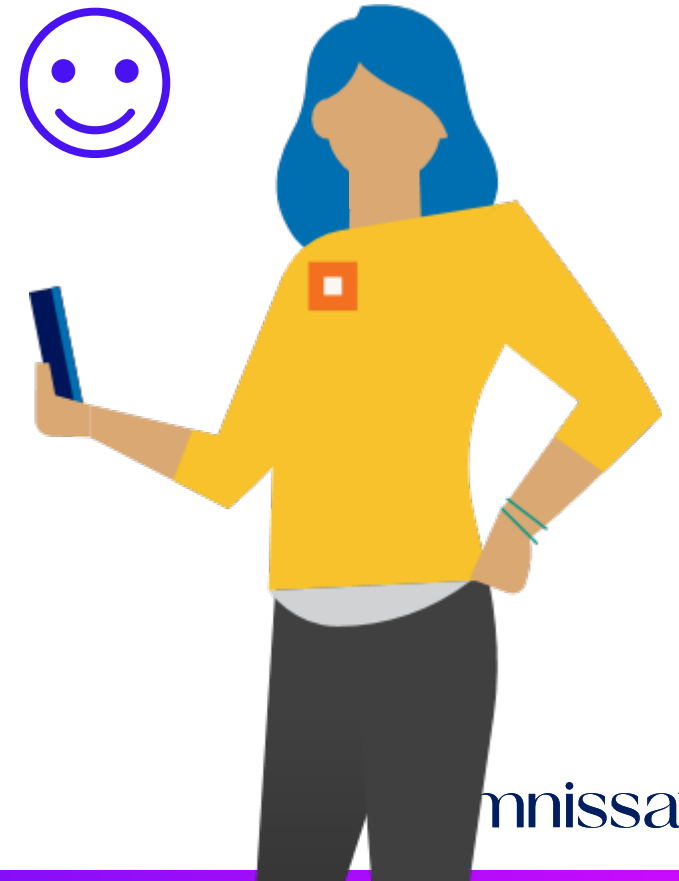
Workspace ONE Intelligent Hub: Custom tab

Provide secure visibility into company news and events to foster a positive culture



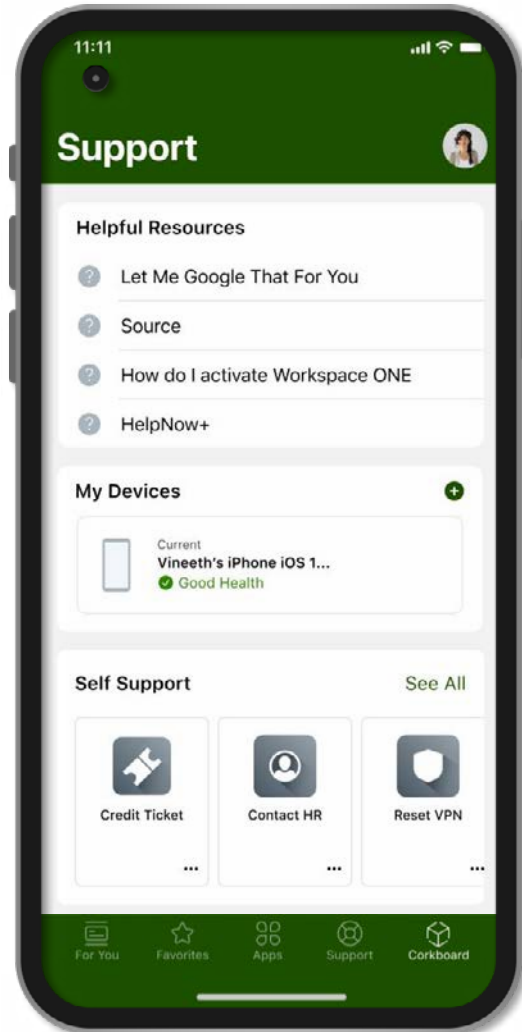
Easily Display & Update Custom Content

- Integrate authentication
- Allow access to company webpage behind the firewall
- Enable navigation to linked pages in-line
- Restrict tunneling to approved links only
- Customize UI to match your company's brand identity



Workspace ONE Intelligent Hub: Self service support

Consolidate in-app self-service and support channels to keep workers productive



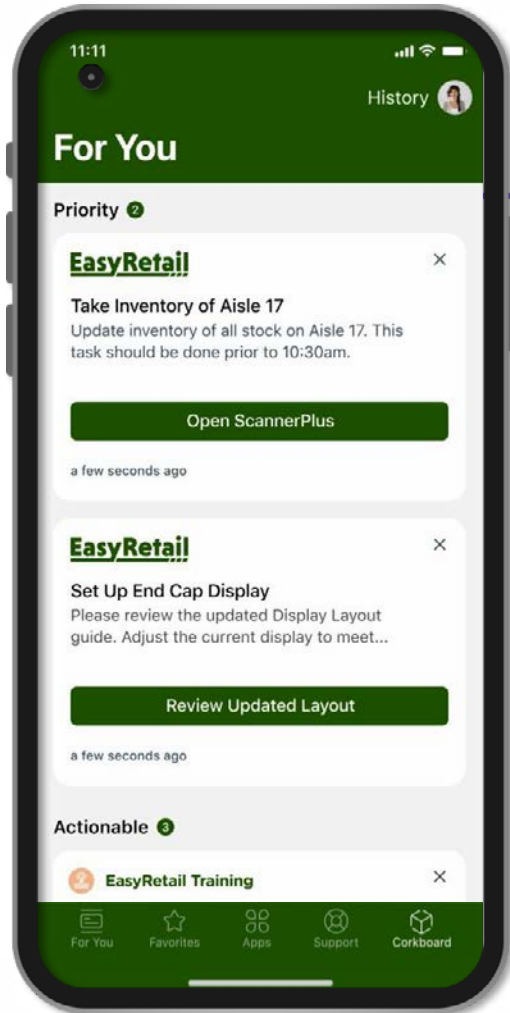
Consolidate Access to Support

- Self-service FAQs and articles
- Integrated ticketing system
- Call, chat, or email support



Workspace ONE Intelligent Hub: For you notifications

Centralize notifications across multiple systems to drive employee engagement



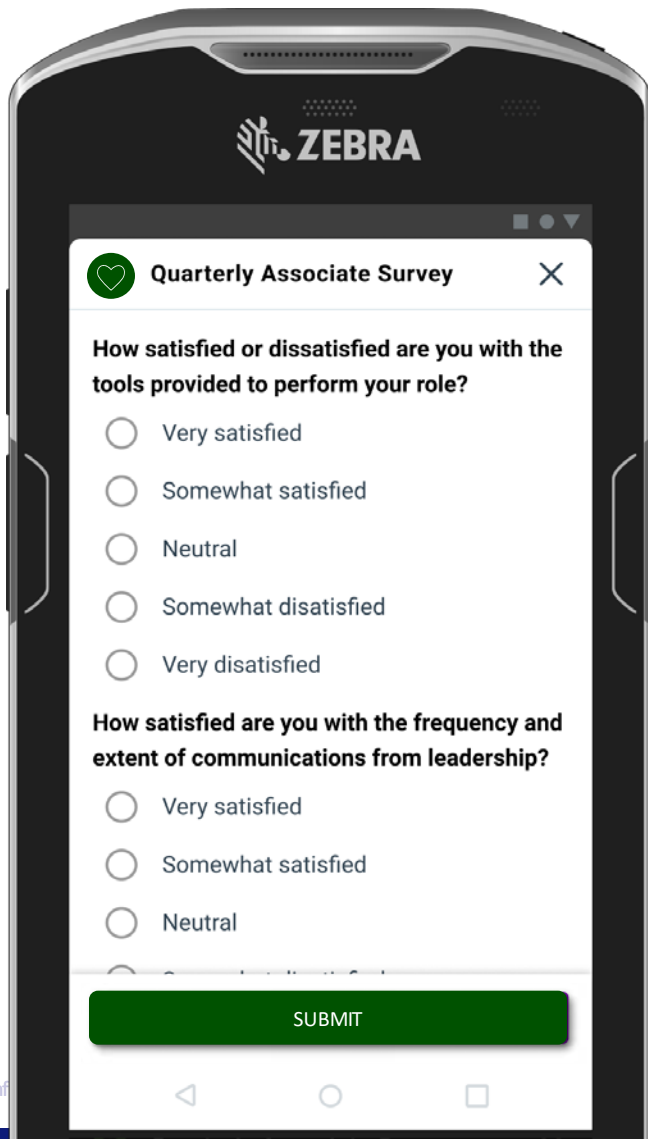
Enable Actionable Notifications

- Personalized by user, role, or organization
- Set priority to drive visibility
- Configurable call-to-action
- Embed intranet links for secure access
- APIs to integrate with third party systems



Workspace ONE Intelligent Hub: DEEM micro-surveys

Survey users for voice of the employee



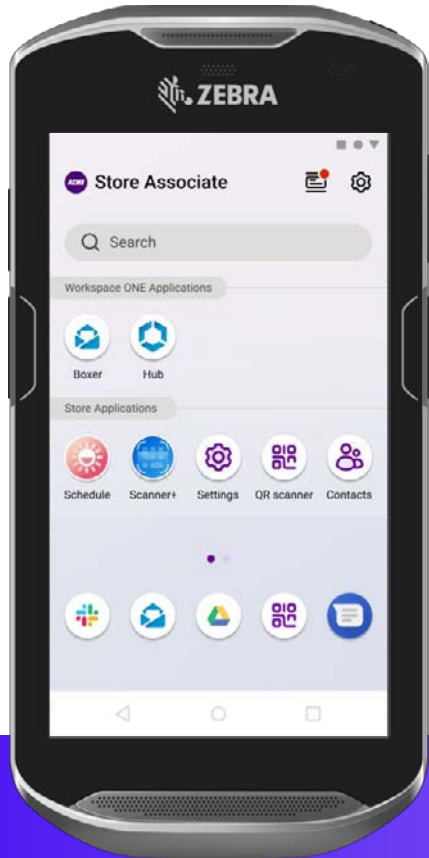
Hear the Voice of Your Employees

- Gather real-time sentiment and feedback
- Send surveys ad-hoc or automate on triggers
- Send notifications and Surveys to Intelligent Hub
- Analyze and visualize responses and correlate with quantitative data

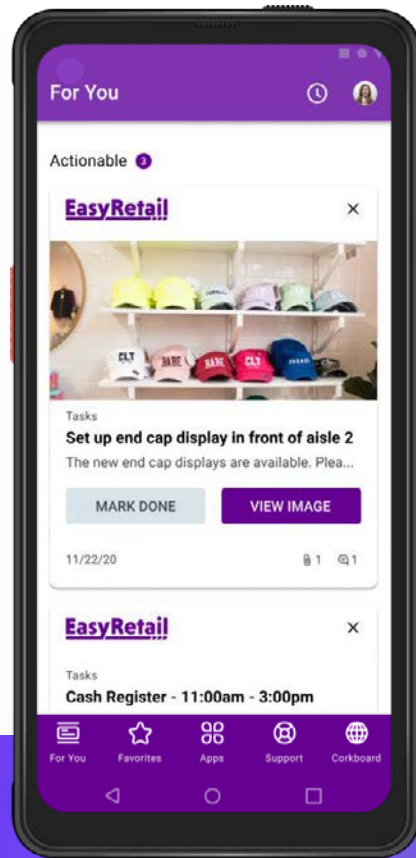


Engage your workforce across any device, anywhere, anytime

Shared COSU



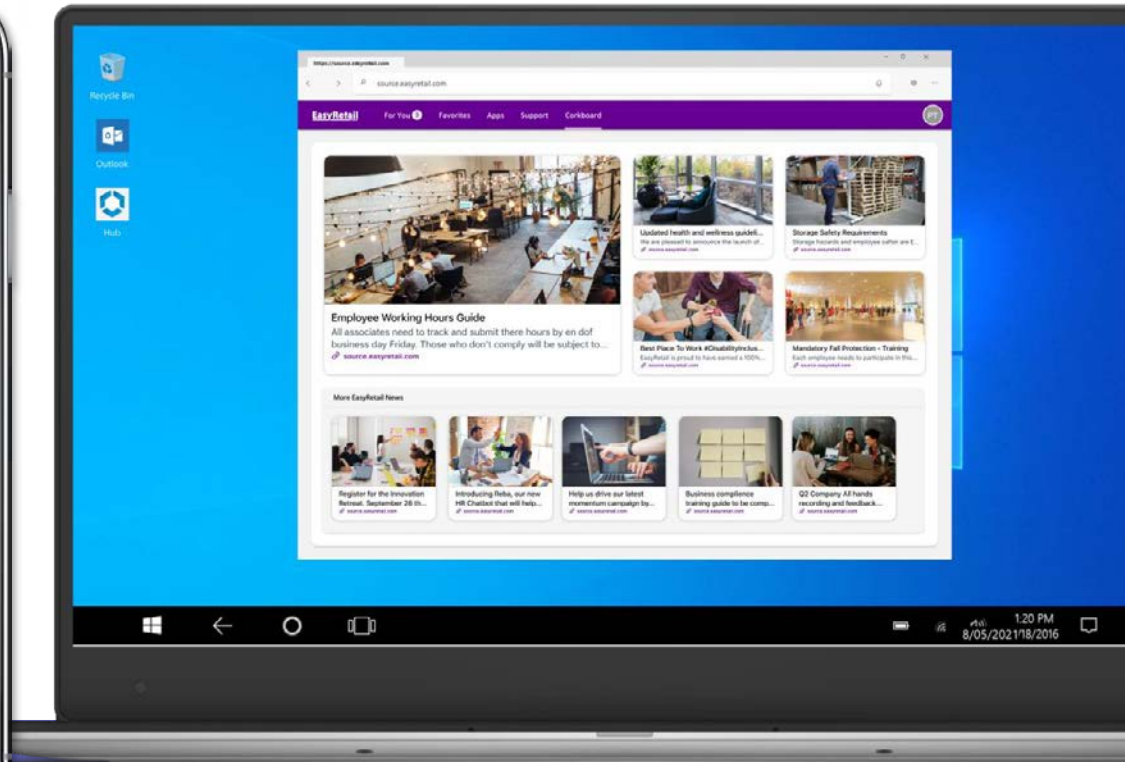
COPE



BYO



Web



Scale to support any use case with Workspace ONE

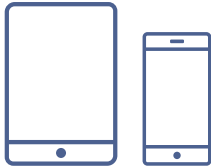
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



COPE



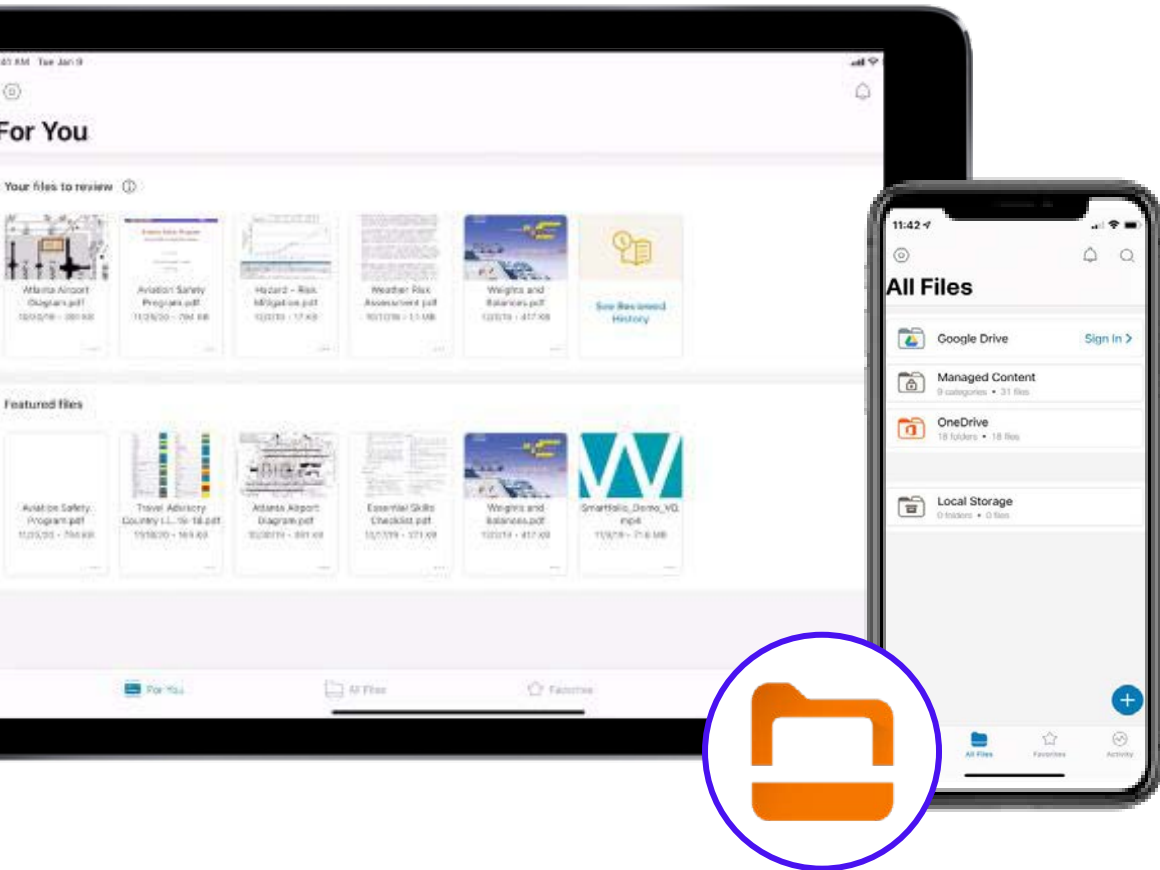
BYO

Workspace ONE
Content

OmnissaWorkspace ONE

Workspace ONE Content

Integration with Workspace ONE Content



Role-Based Content Publishing

Leverage role-based access to existing content repositories or upload files

Offline Access

Ensure access to the correct version of documents, regardless of network connectivity

Annotation Engine

For acknowledging, capturing, and editing content

Scale to support any use case with Workspace ONE

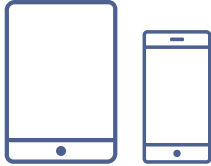
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



COPE



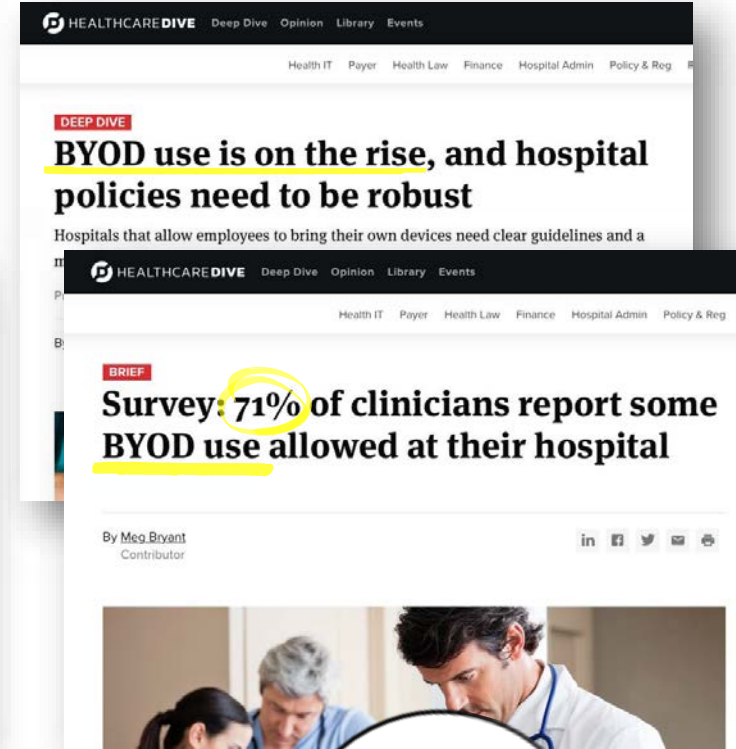
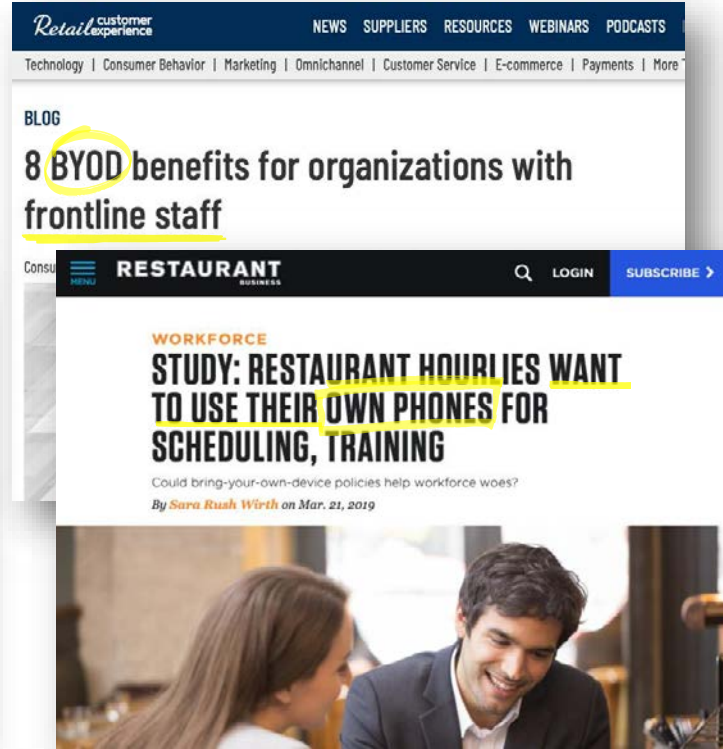
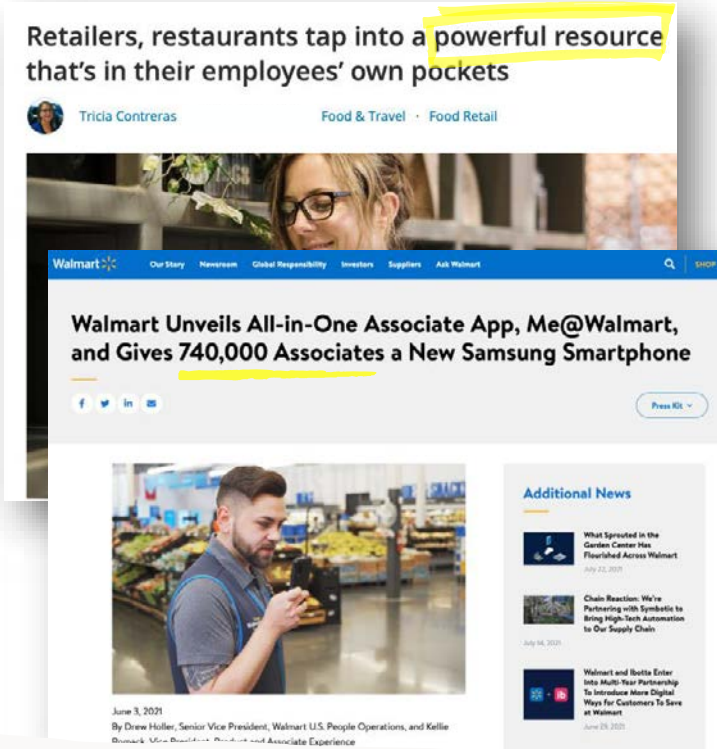
BYO

Shift-Based
Access Control

OmnissaWorkspace ONE

COPE and BYO on the rise for frontline workers

Retailers, hospitality, and health care extending BYOD and COPE to their workforce



BYO Is Helping Retailers Provide More Engaging In-Store Experiences to Customers:
According to the Financial Impact of BYOD Study, employees tackle work tasks the moment they receive them, accomplish them more quickly and gain some extra minutes..."



IT challenges for BYOD and COPE in frontline worker use cases

Workers demand privacy, but IT needs to meet security and regulatory requirements

IT Challenges

Security / Data Protection

Regulatory Requirements and Liability

Consistent, Positive Digital Experience

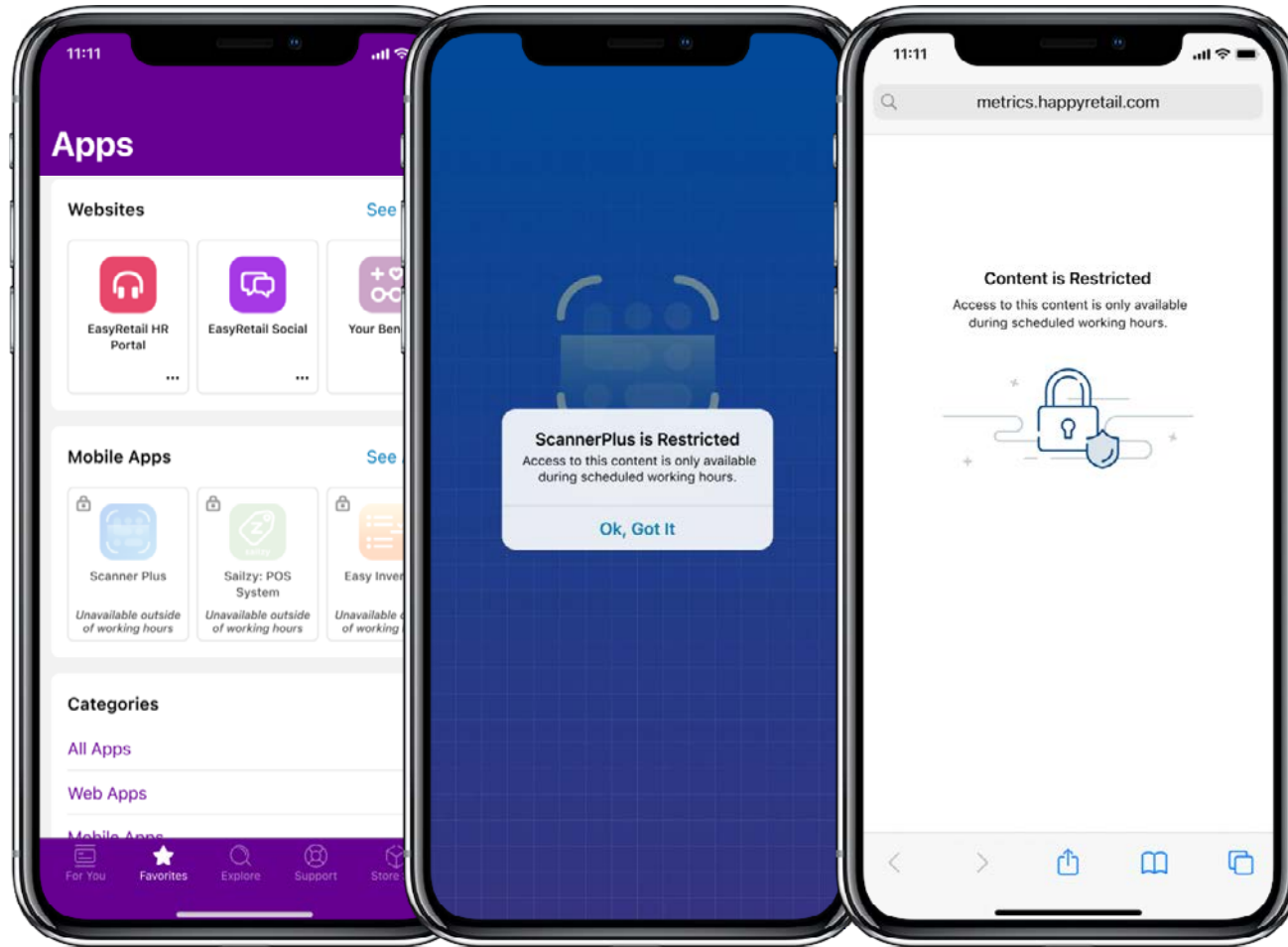


Frontline Worker Concern

Privacy

Shift-based access

Selectively restrict access to enterprise apps, services, and content after hours



Restrict access to selected apps and capabilities to only when a user is working, based on shifts/clock-ins from third-party time and attendance systems.

Benefits

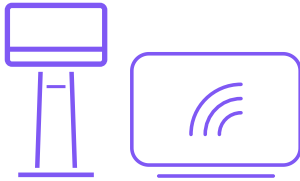
- Enable BYOD or COPE while enforcing security requirements across Workspace ONE, native apps (via SDK), and web apps
- Adhere to regulations governing off-hours work and compensation
- Expanded digital access, increased user productivity, happier employees, and improved customer service

Scale to support any use case with Workspace ONE

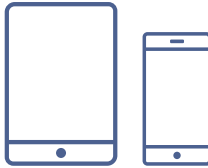
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



COPE



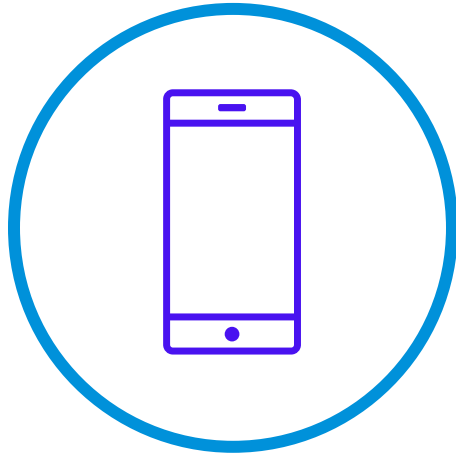
BYO



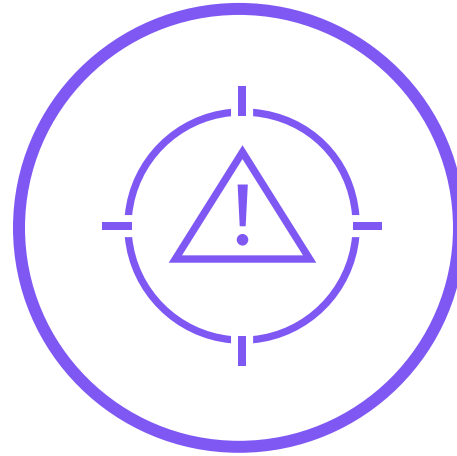
Workspace ONE
Intelligence

OmnissaWorkspace ONE

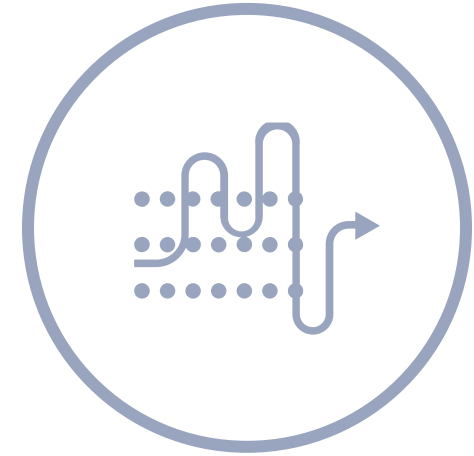
Frontline business priorities



Rapidly deploy new
devices, apps, and
workflows

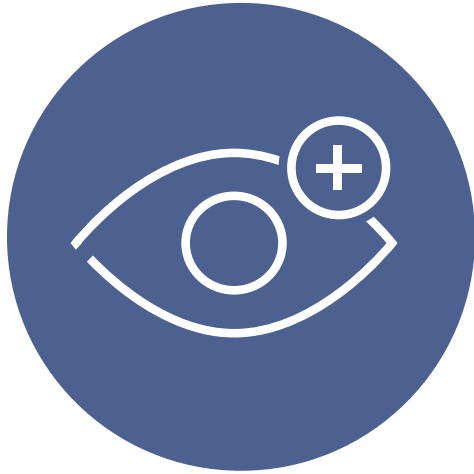


Decrease device
downtime and loss



Invest in analytics and
data-driven decision
making

Frontline organizations need insights, analytics, and automation



Integrated Insights



App and Device Analytics



Powerful Automation

Workspace ONE Intelligence

Measure, analyze, and remediate



App Performance and Adoption



Device Health and Performance



Employee Sentiment

Measure



Analyze



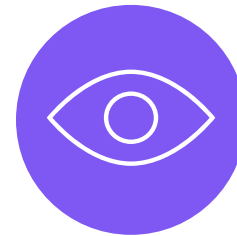
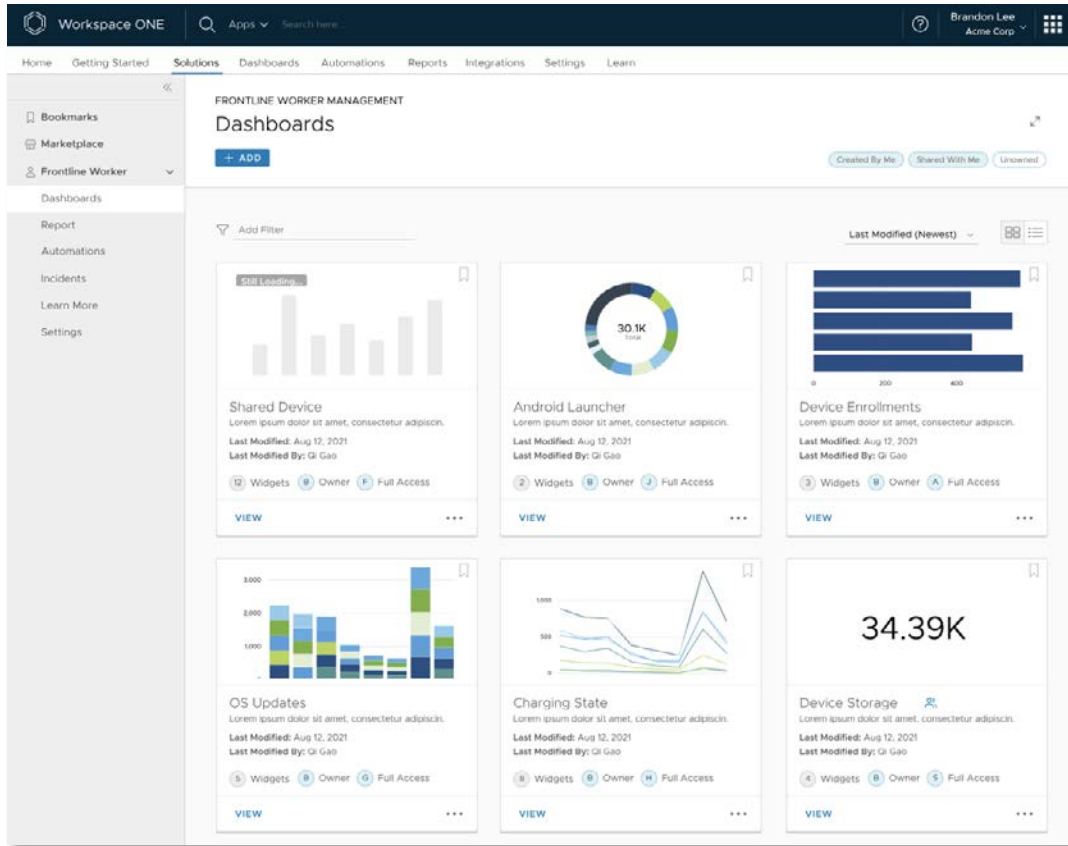
Remediate



Workspace ONE Intelligence

Purpose-built analytics and automation dashboards

Drive immediate value and extensibility to enable customization and automation



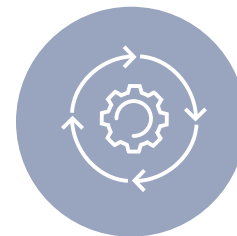
Gain Visibility into Deployment

Understand the configuration, state, health, and usage of devices and apps at the site/store, region, group/use case, and global level.



Minimize Device Loss

Drive accountability and visibility into the check out, return, and usage of shared use devices to mitigate device loss, which accounts for 10% of devices per year.



Automate Device Readiness

Monitor battery and device health, proactively automate battery replacement, OS upgrades, app deployments, etc.

New frontline dashboard pack in Workspace ONE marketplace

Six packs available today with more to come in the future!



Available RAM and Storage



Workspace ONE
Launcher Performance



Zebra Battery Health



Charging State



Shared Devices

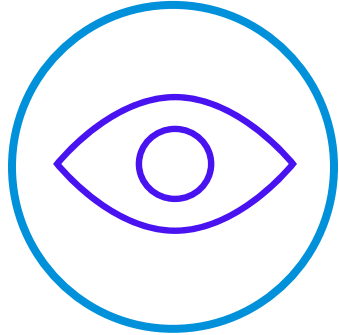


Device Utilization and
Lost Device Prevention

Easily customize templates versus creating dashboards from scratch and gain more visibility in a matter of clicks

Purpose-built analytics and automation for frontline

Drive immediate value and extensibility with customizable dashboards



Deployment Visibility

Understand configuration, state, health, and utilization of devices and apps at a global, regional, site, or group level



Device Readiness

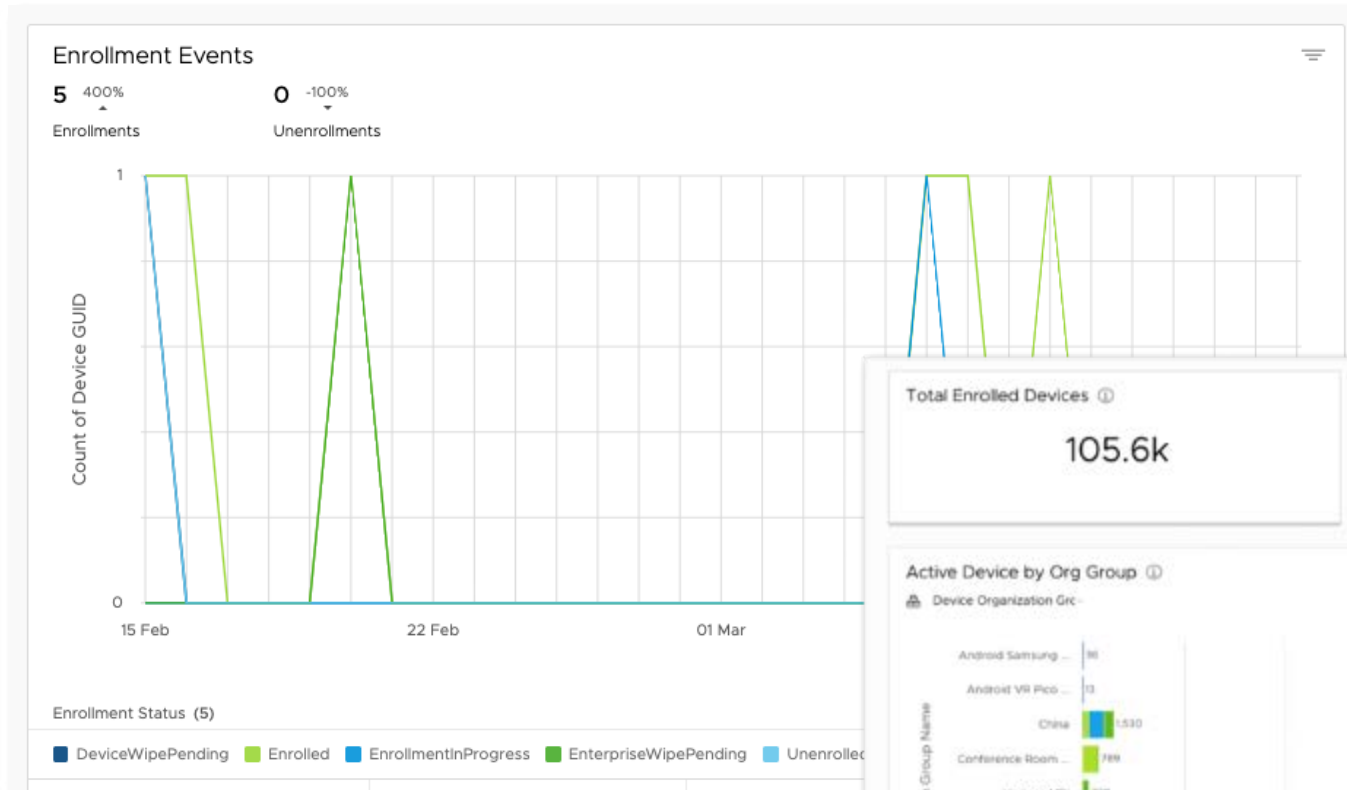
Monitor device, app, and battery health and proactively automate OS upgrades, battery replacement, and more



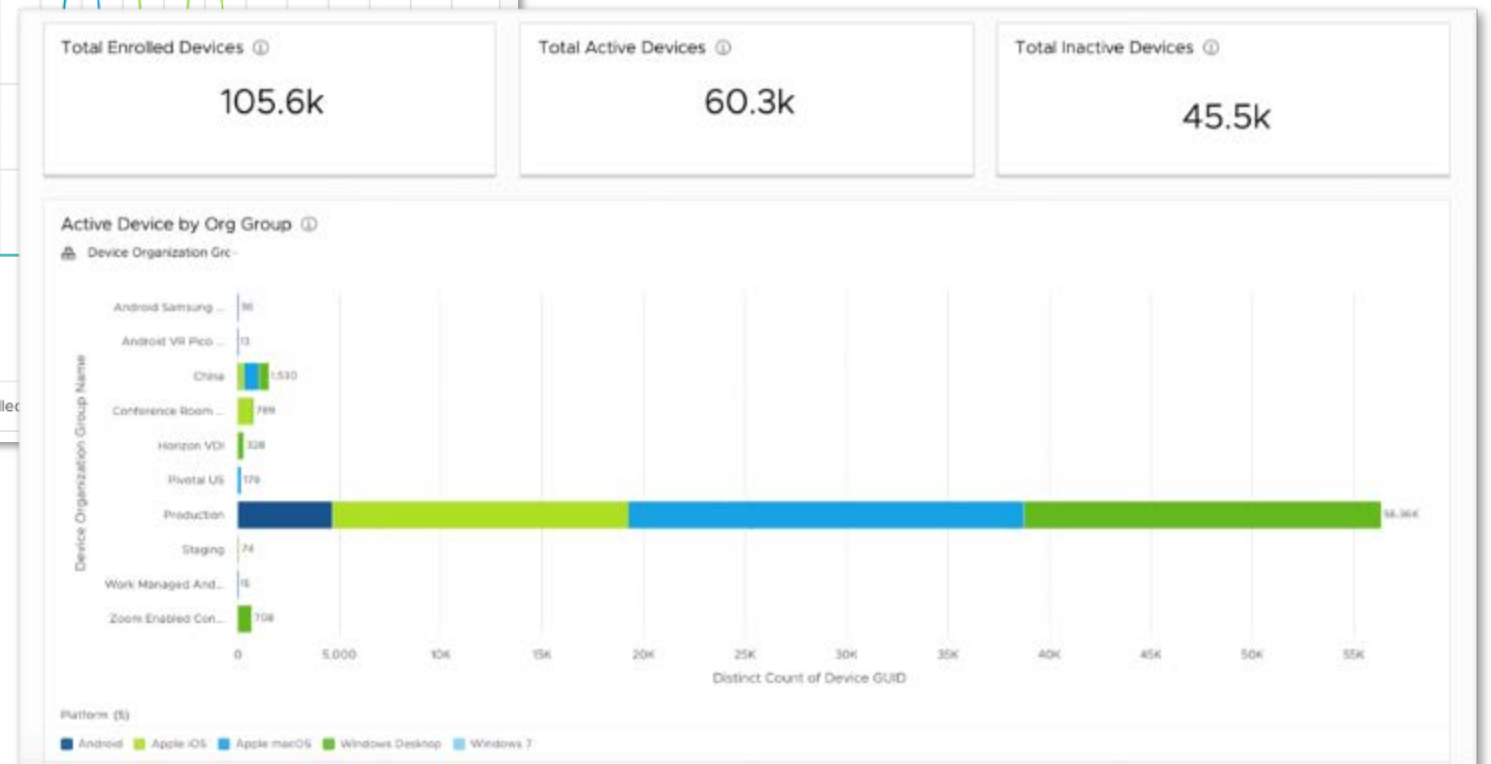
Cost Savings

Track shared device usage to drive accountability and minimize device loss

Remove enrollment blockers

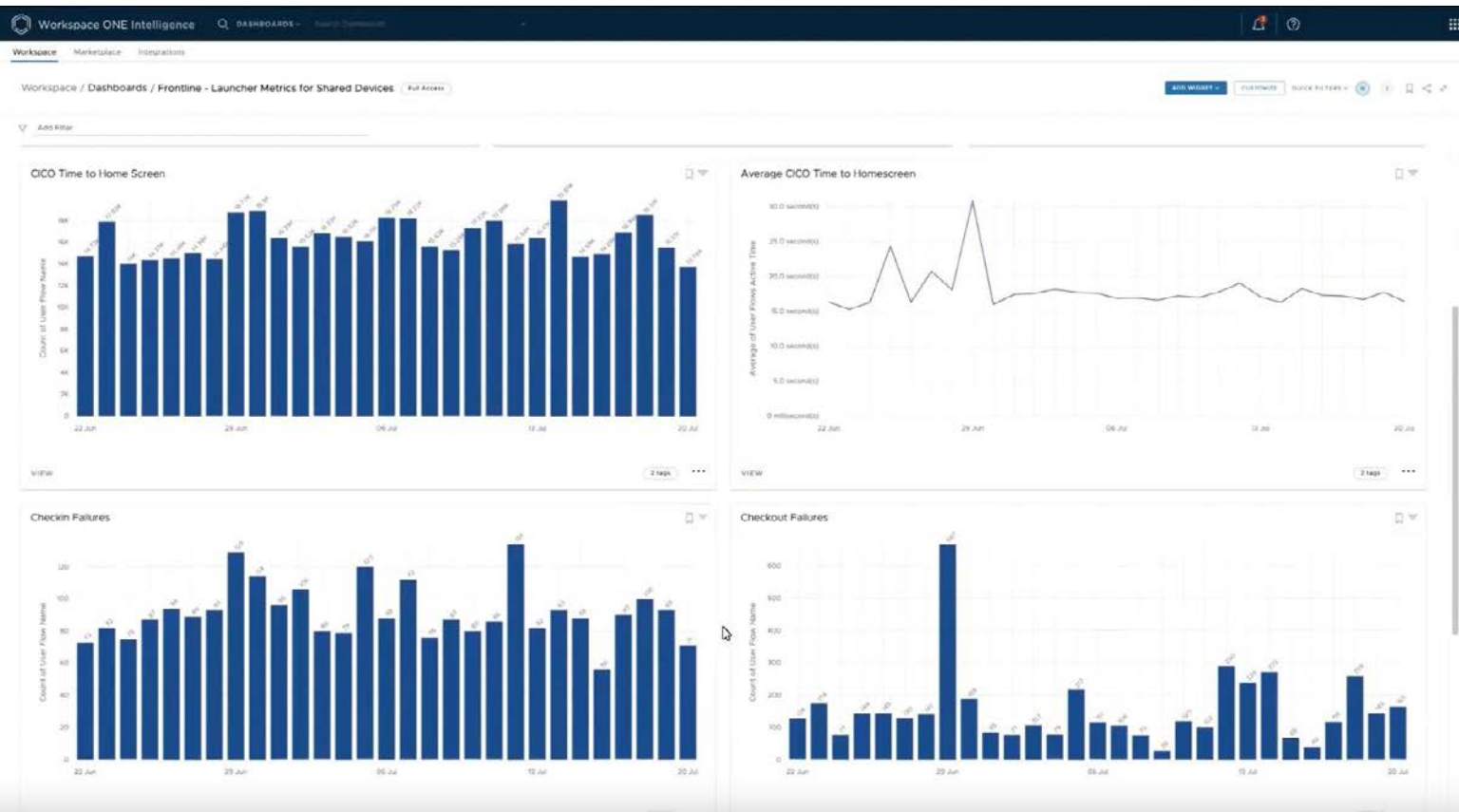


Monitor enrollment trends to understand throughput and better estimate time to completion for future efforts.



Experience Analytics for Frontline Workflows and Apps

Visibility Into Shared and Kiosk Device Usage and Health with Workspace ONE Launcher Dashboard



Understand usage through monthly and daily active users

Prioritize investments based on app usage

Identify and investigate issues by tracking and alerting crash and failure events

Measure time to productivity from check-out to home screen

Monitor device inventory and usage and identify potentially lost devices

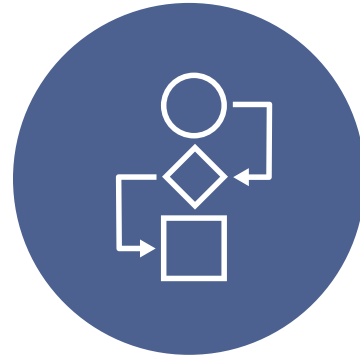
Workspace ONE Intelligence SDK app analytics

Deep insights across all IT roles



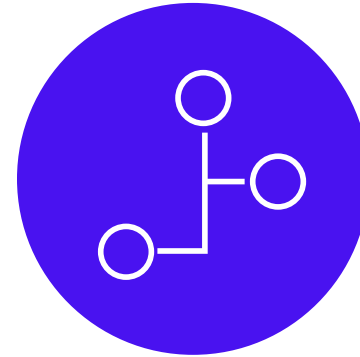
Issues

Real-time crash details
with root cause analysis



User Flows

Monitor user behavior
and performance of
critical business
transactions



Network Insights

Impact of network
services, third-party
services, and SDKs on
your app and user
experience



Engagement

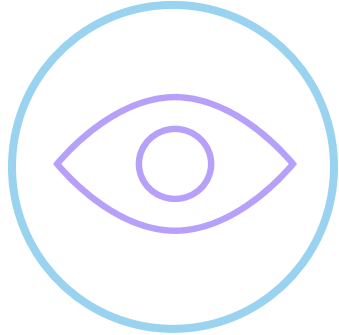
Monthly Active Users
(MAU), Daily Active
Users (DAU), App Loads

Product Manager / Developers

IT Admins / Help Desk Reps

Purpose-built analytics and automation for frontline

Drive immediate value and extensibility with customizable dashboards



Deployment Visibility

Understand configuration, state, health, and utilization of devices and apps at a global, regional, site, or group level



Device Readiness

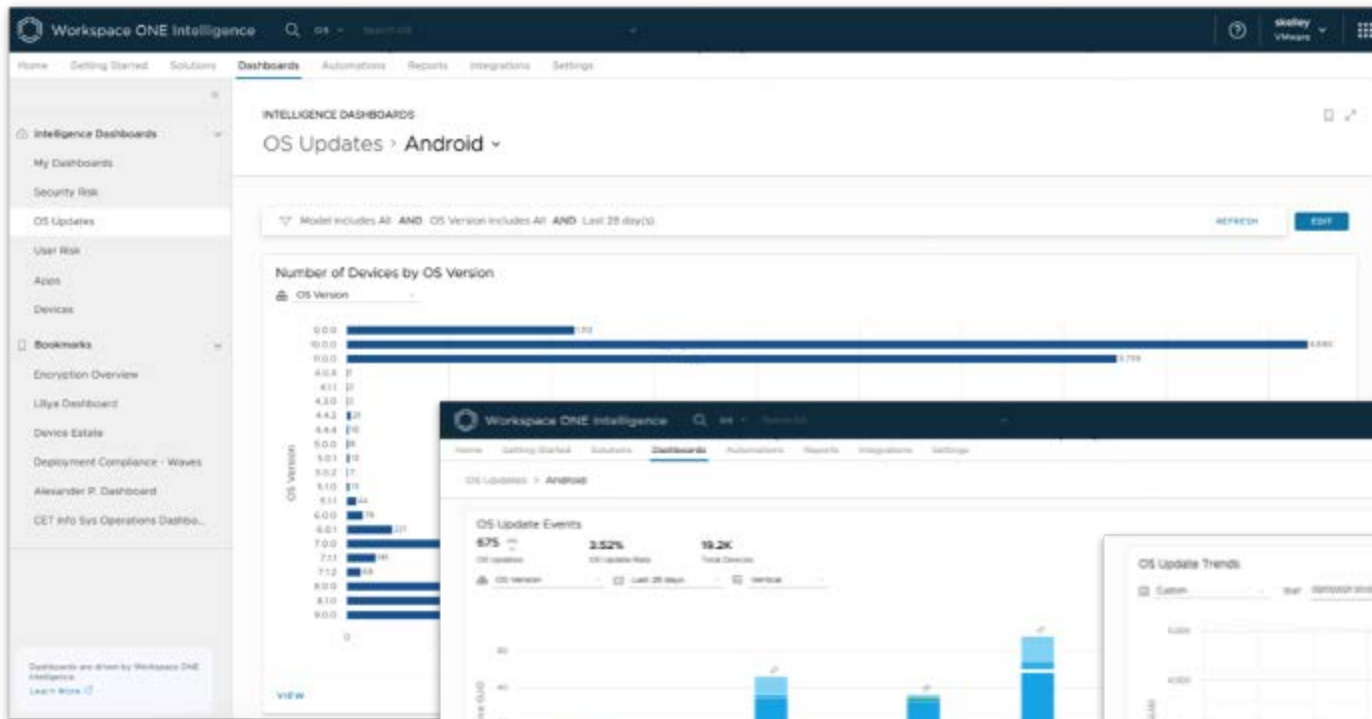
Monitor device, app, and battery health and proactively automate OS upgrades, battery replacement, and more



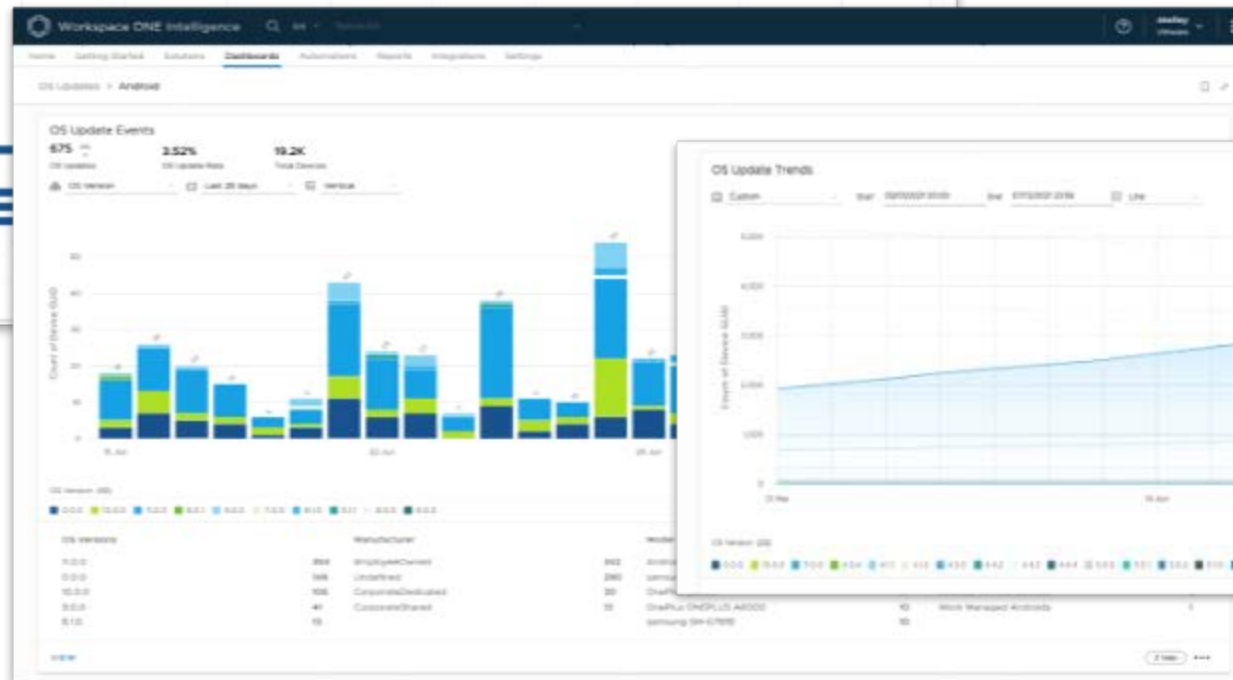
Cost Savings

Track shared device usage to drive accountability and minimize device loss

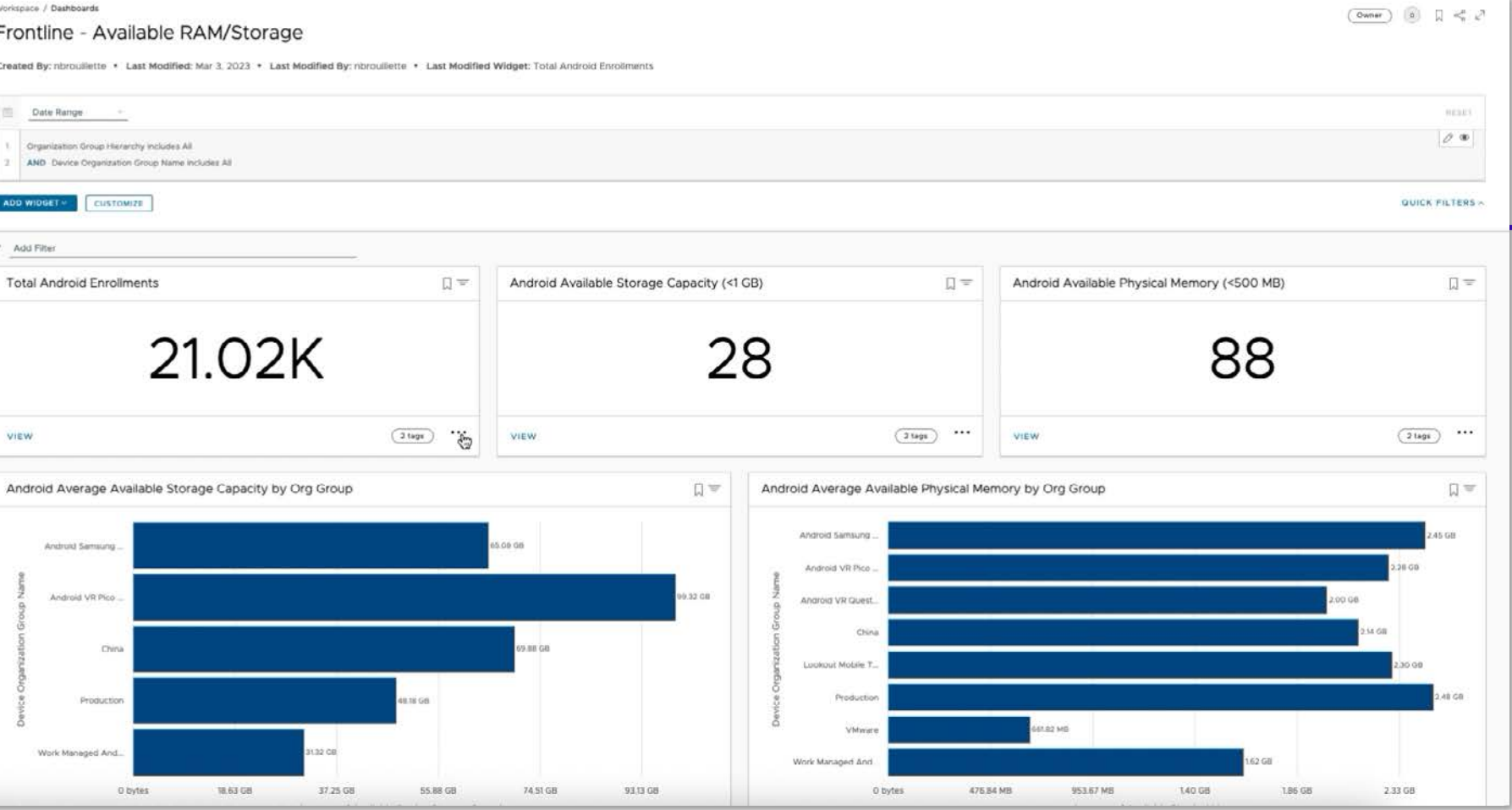
Identify laggard device OS updates



Making sure devices are on the latest approved OS version ensures security and compliance, improves overall performance, and boosts DEX



Android device health

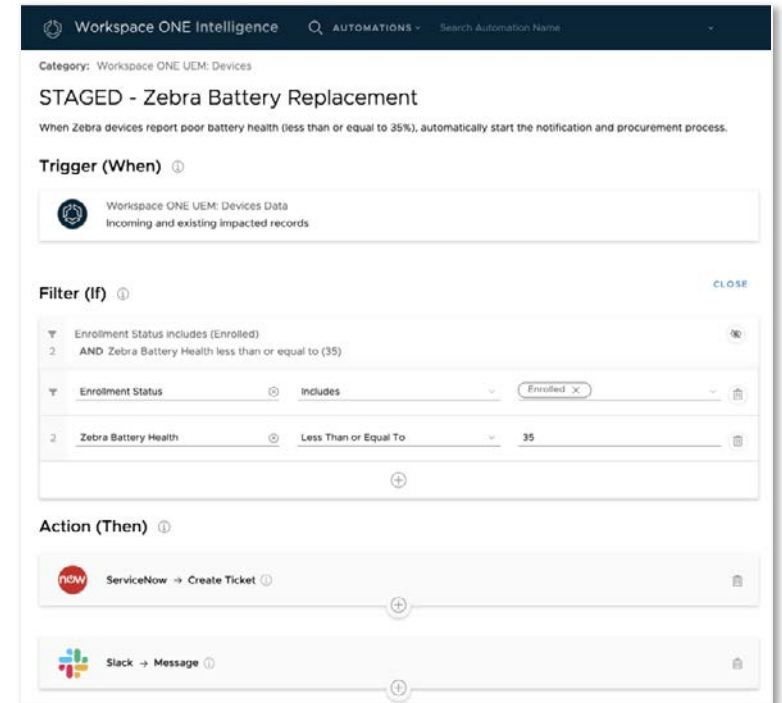
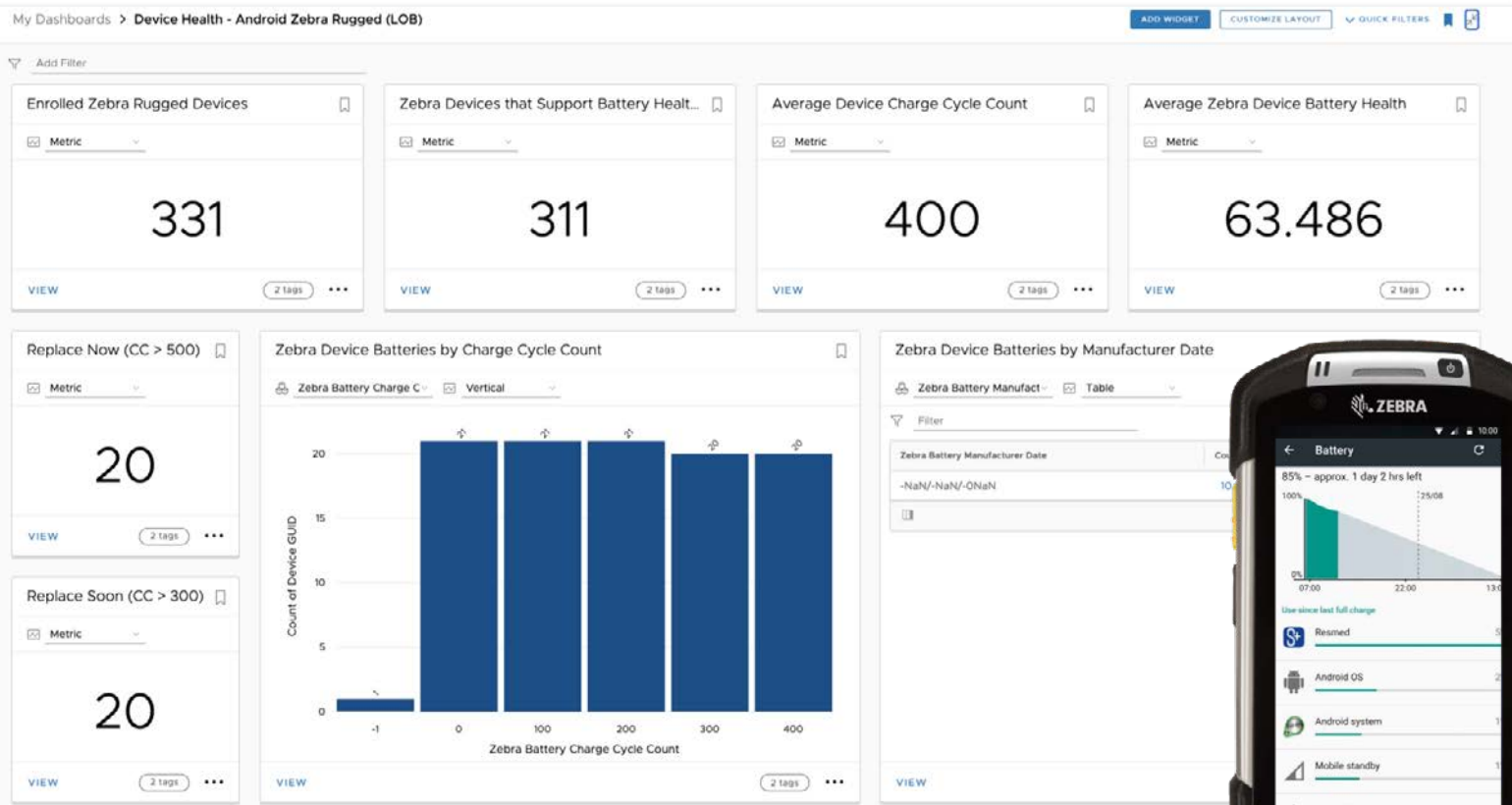


Mitigate security risks and performance issues by proactively identifying devices low on memory that are unable to update

Managing zebra ruggedized devices

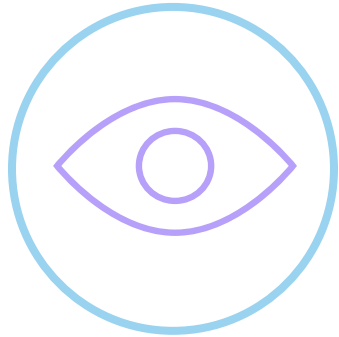
Proactively monitor battery health, charge cycle count and failure

Use **battery metrics** to predict failure, remediate issues, and automate replacement with ServiceNow integration



Purpose-built analytics and automation for frontline

Drive immediate value and extensibility with customizable dashboards



Deployment Visibility

Understand configuration, state, health, and utilization of devices and apps at a global, regional, site, or group level



Device Readiness

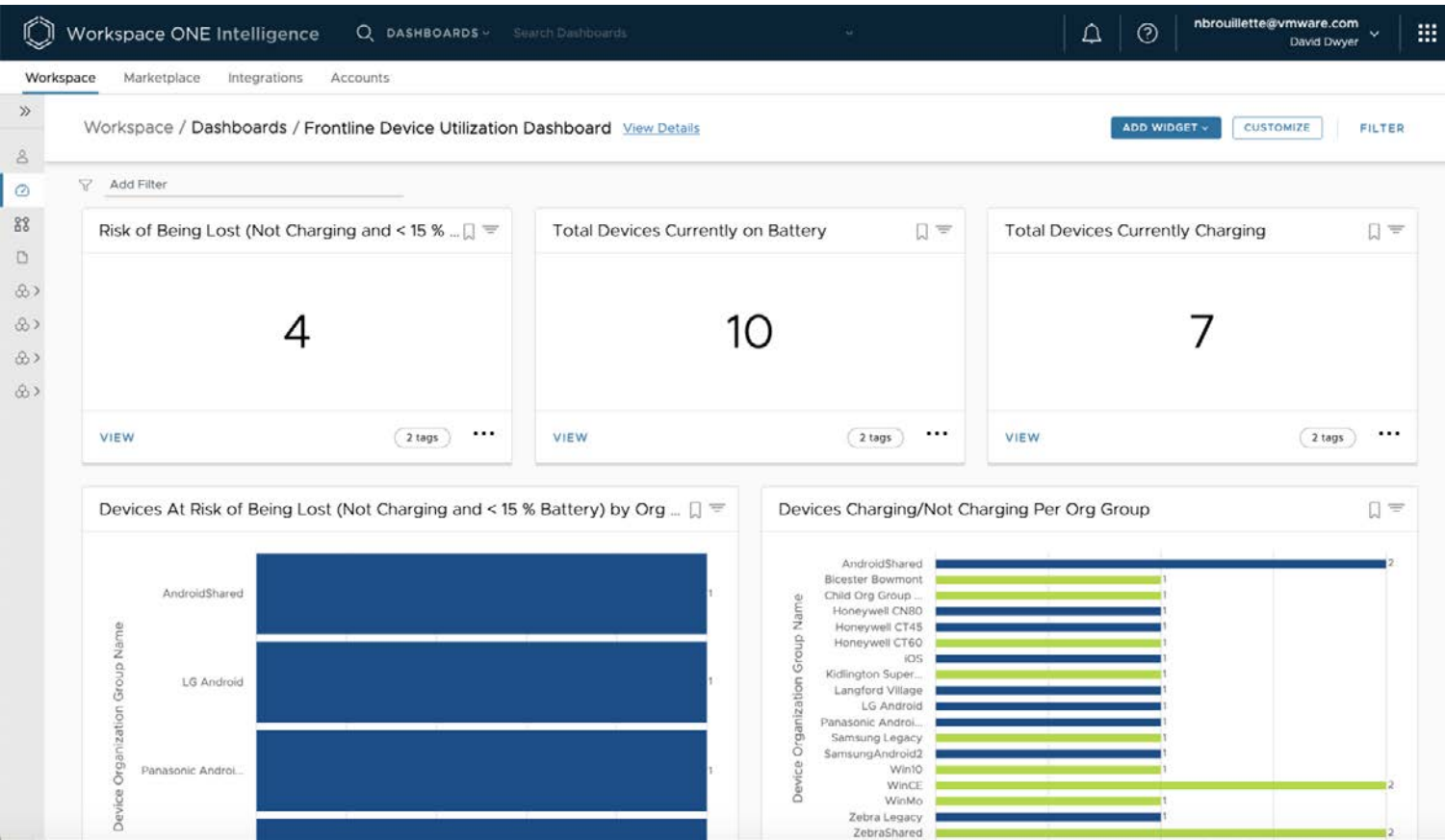
Monitor device, app, and battery health and proactively automate OS upgrades, battery replacement, and more



Cost Savings

Track shared device usage to drive accountability and minimize device loss

Drive visibility and accountability for shared devices



More than 10% of devices are lost or stolen each year



Productivity

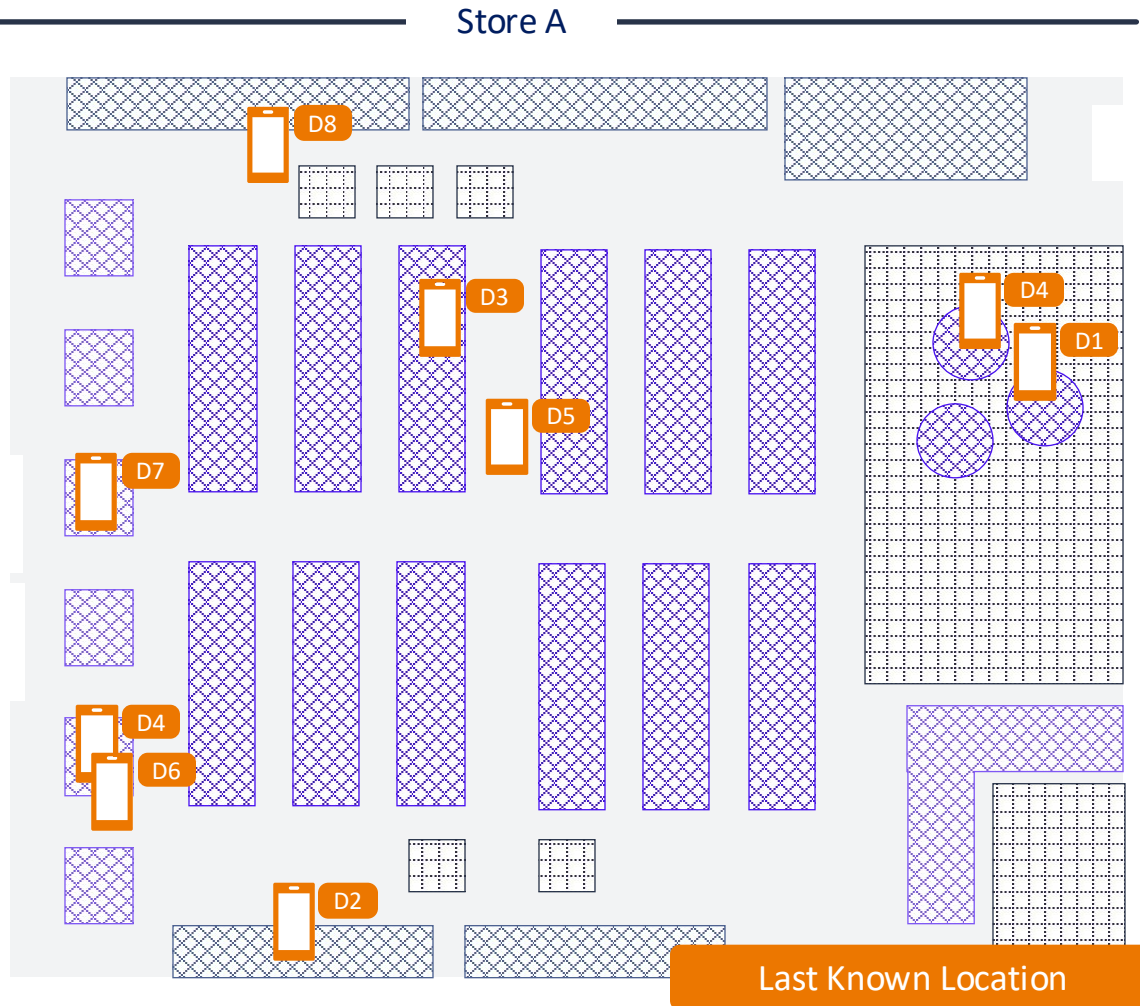


Spares and Replacements

Workspace ONE Intelligence can help customers save millions of dollars per year in device replacement costs

Prevent device loss with new network provider integration

Leverage device's last known location to quickly locate missing devices on-site



Identify devices at risk of becoming lost



Automate device location notification via Wi-Fi provider



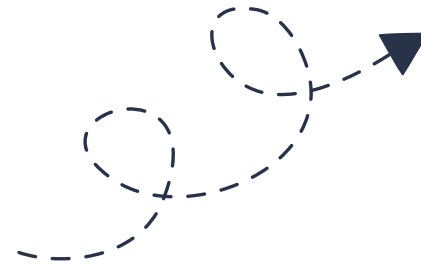
Use UEM APIs to have at-risk devices make noise onsite

Workspace ONE Tunnel app analytics



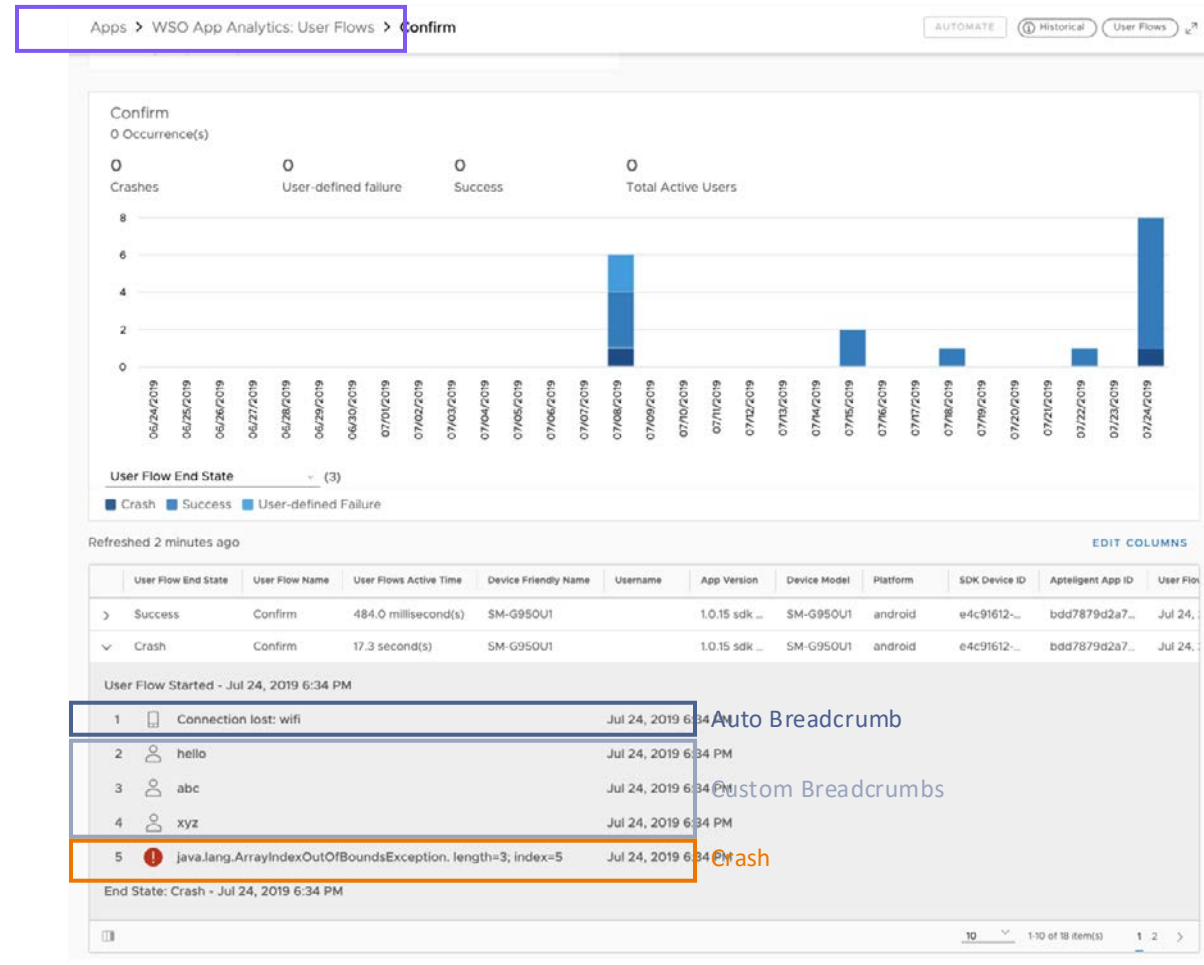
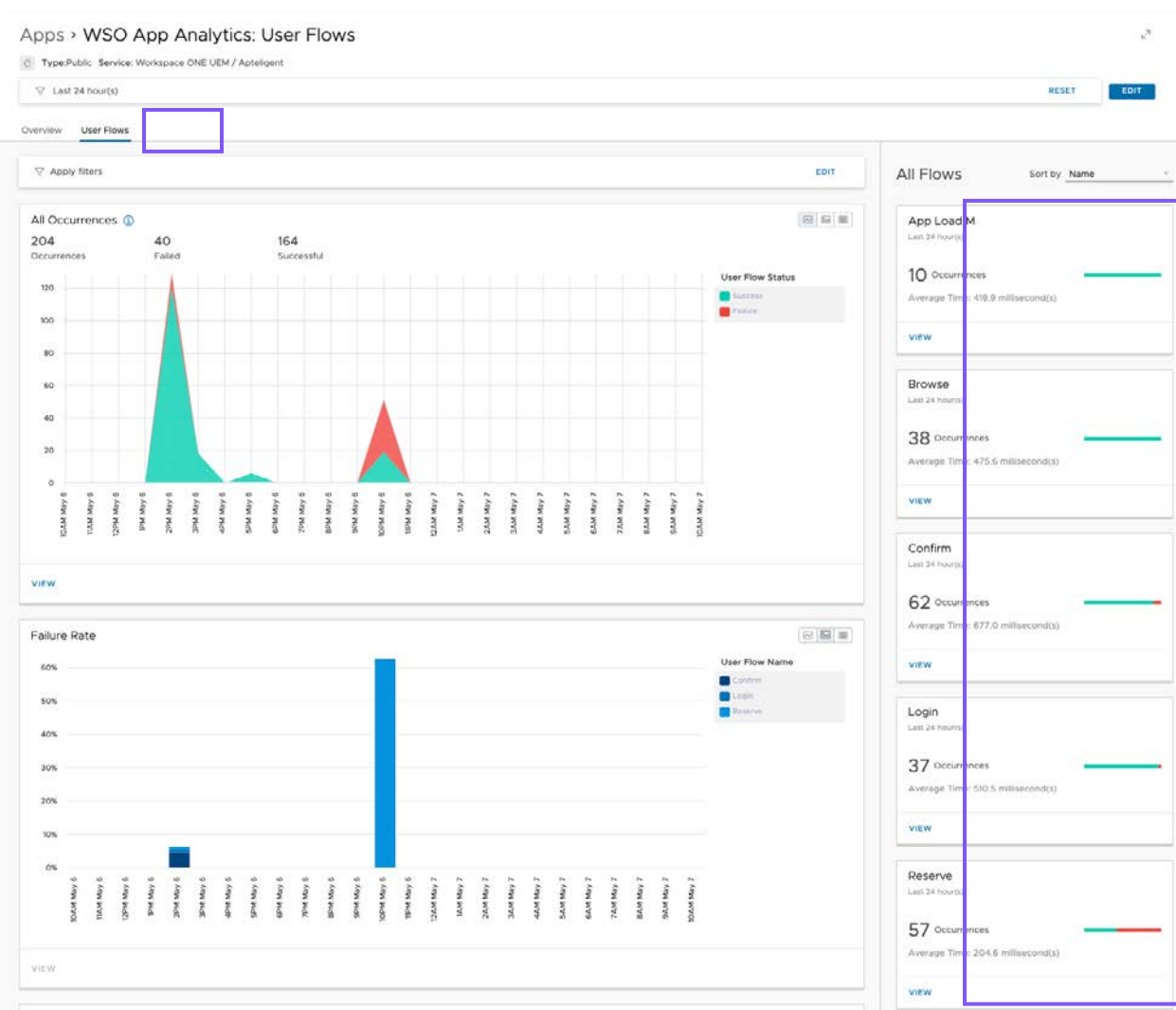
Omnissa Workspace ONE Tunnel

Omnissa Unified Access Gateway



Collect network usage by app or device, app destination traffic, network requests by app, and more

Extend visibility and instrumentation to internal apps



Monitor user behavior to drive product-led growth



Measure the number of **active users** and monitor **user behavior** and app **performance** to boost the digital employee experience

Workspace ONE Intelligence

Role-based data access policy control by role

IT Admin
Can access Store A or Store B or both

Last 28 days
Organization Group Hierarchy Includes Store 123

Store Manager A
Can only access Store A

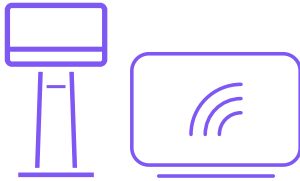
Store Manager B
Can only access Store B

Scale to support any use case with Workspace ONE

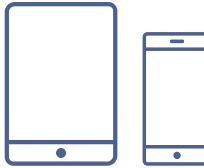
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



COPE

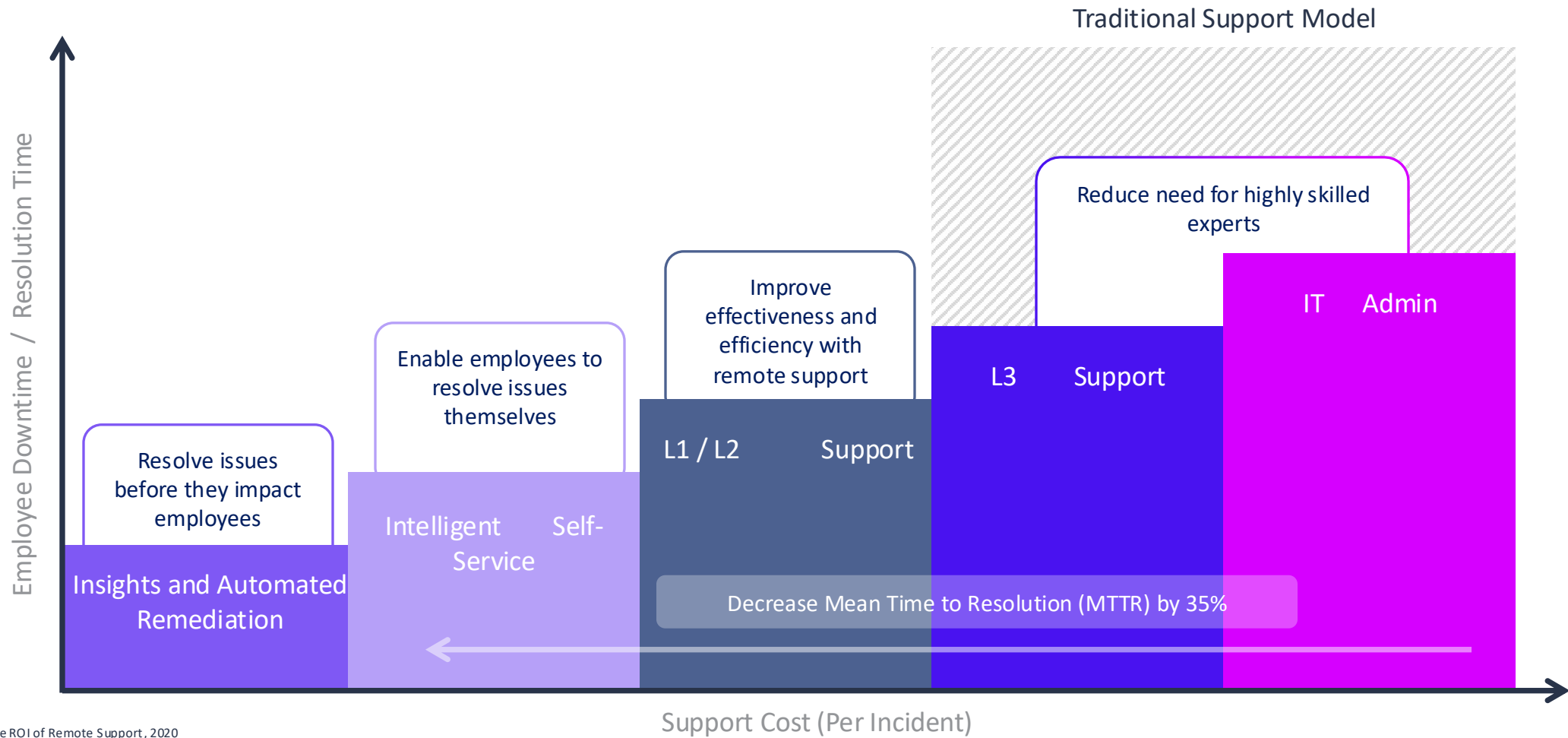


BYO

Workspace ONE
Assist

OmnissaWorkspace ONE

Shift left from reactive to proactive IT



Source: HDI, The ROI of Remote Support, 2020

Average Annual Savings

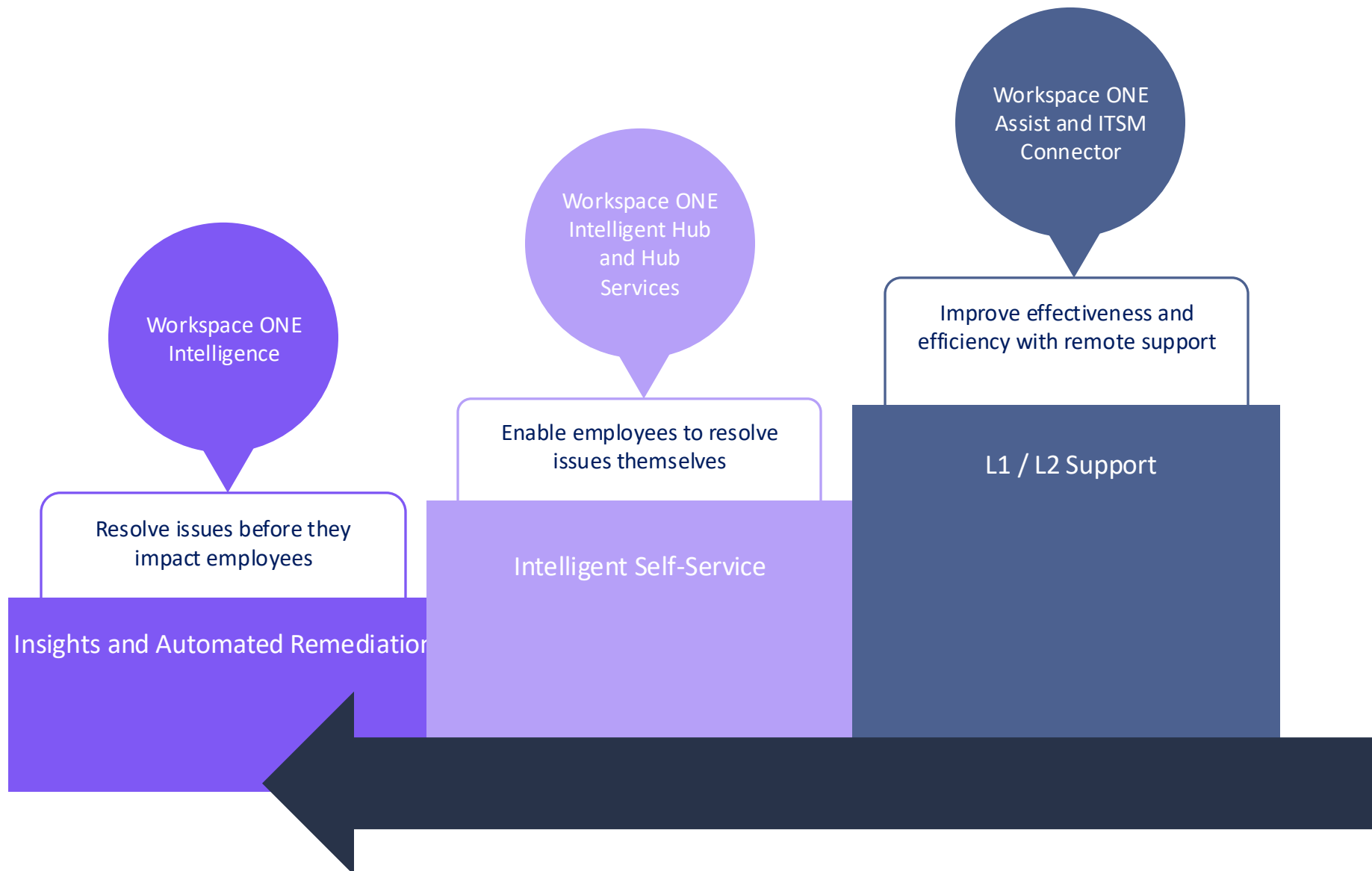


7875 Hours



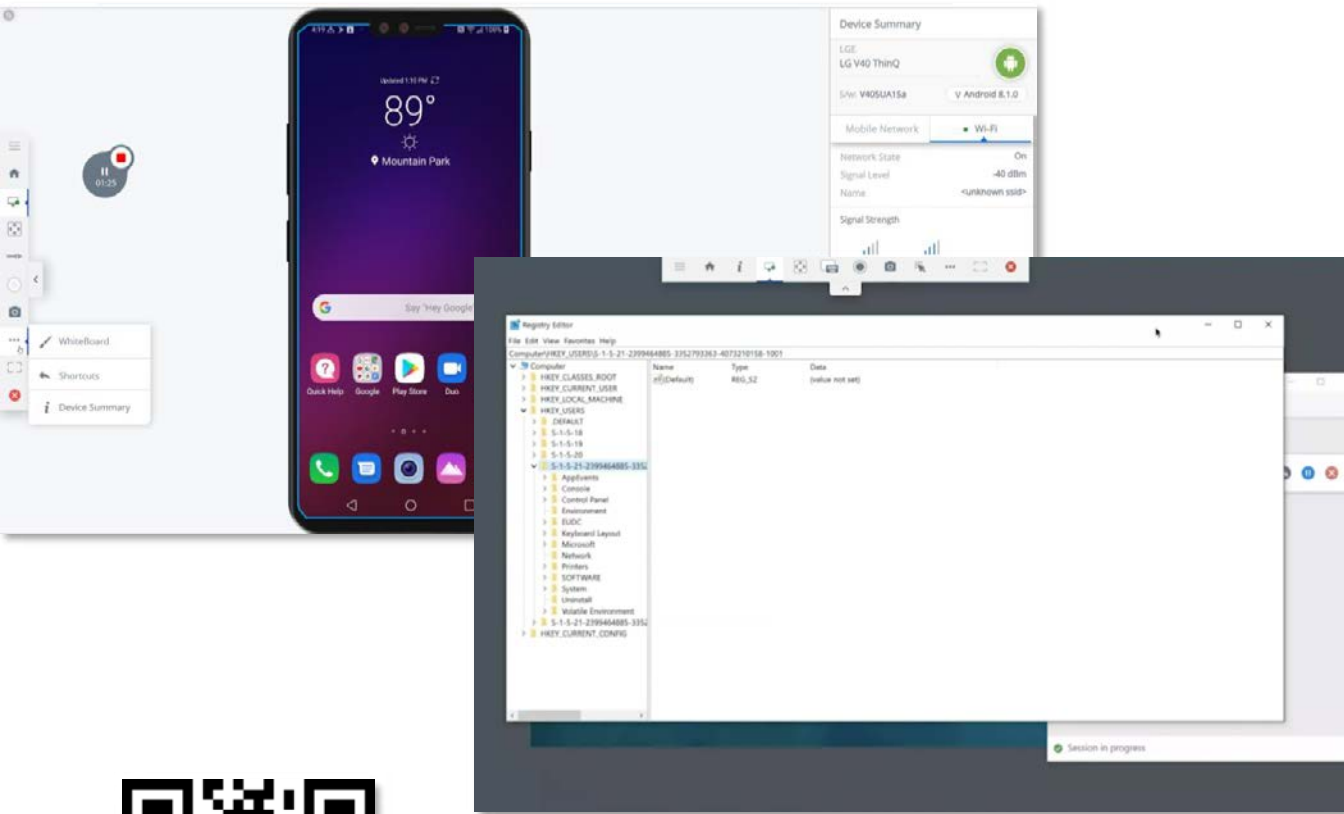
\$198,450

Decrease downtime and support costs with Workspace ONE



Remote support for Workspace ONE and Horizon

Empower employees across the device and app lifecycle



Workspace ONE
Assist

Workspace ONE
Assist for Horizon

- View or control devices in real-time to quickly troubleshoot and fix device or app issues
- Highlight items and guide employees through various tasks with Screen Draw
- Notify employees when their screen is visible and enable them to pause a remote session for enhanced privacy
- Record remote sessions for training



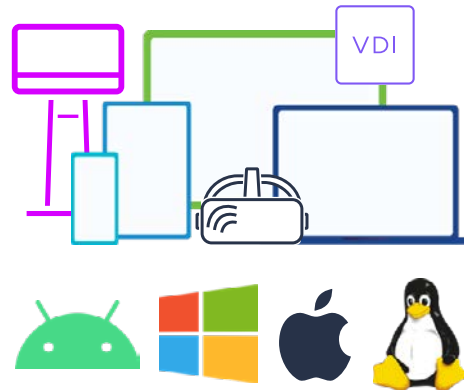
Remotely support employees with physical device issues, directly from the Workspace ONE console, and those with virtual desktop issues from the Horizon Universal console.

Comprehensive remote support across any deployment



Any Worker Type

Hybrid knowledge workers and frontline workers onsite and in the field



Any Device Type and Platform

Rugged and non-rugged mobile devices, laptops, kiosks, virtual desktops, and more



Any Management Mode

Devices enrolled in both Intelligent Hub MDM and registered mode, and Horizon cloud-managed virtual desktops



Any Use Case

Attended or unattended shared COSU devices, COPE, and BYO, POS or EHR systems, and more

Workspace ONE Assist
(for UEM)

Omnissa Remote Support Solutions

Workspace ONE Assist
for Horizon

Scale to support any use case with Workspace ONE

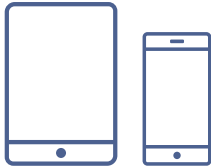
Intelligent-driven unified platform to support both frontline and knowledge workers



Shared COSU



Kiosks and Signage



COPE

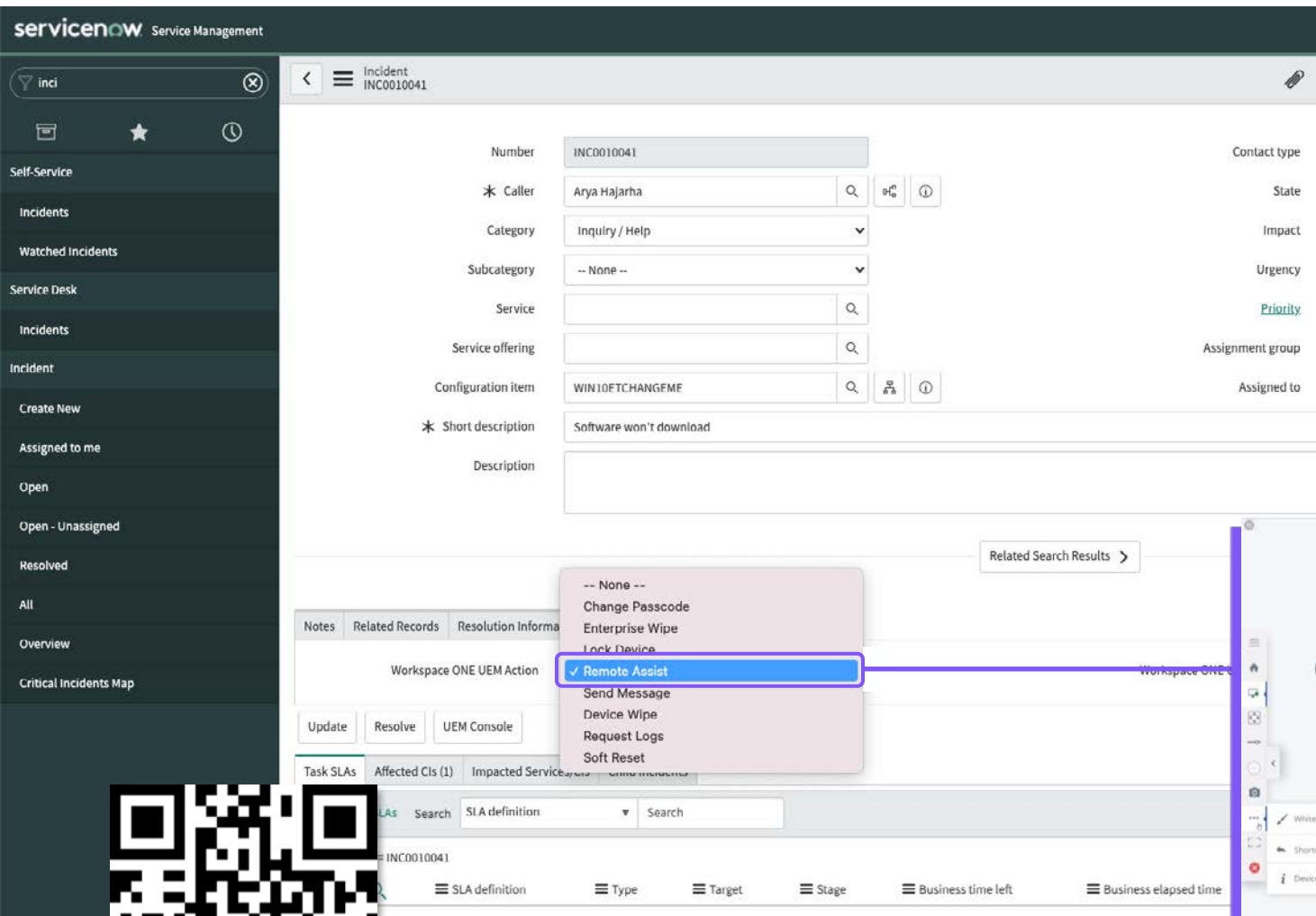


BYO

Workspace ONE
ITSM Connector for
ServiceNow

OmnissaWorkspace ONE

Workspace ONE ITSM Connector for ServiceNow

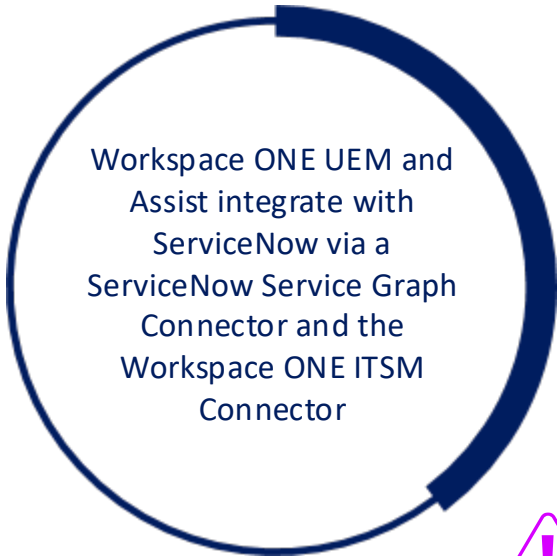


Provide service desk staff with integrated access to **common device and app remediation actions** directly from the ServiceNow Incident Management pane for a seamless workflow



Workspace ONE ITSM Connector for ServiceNow

Streamline remote employee support with an end-to-end support workflow



1

Employee

Has issue and submits support ticket directly through ServiceNow or Workspace ONE Intelligent Hub

Workspace ONE Intelligence

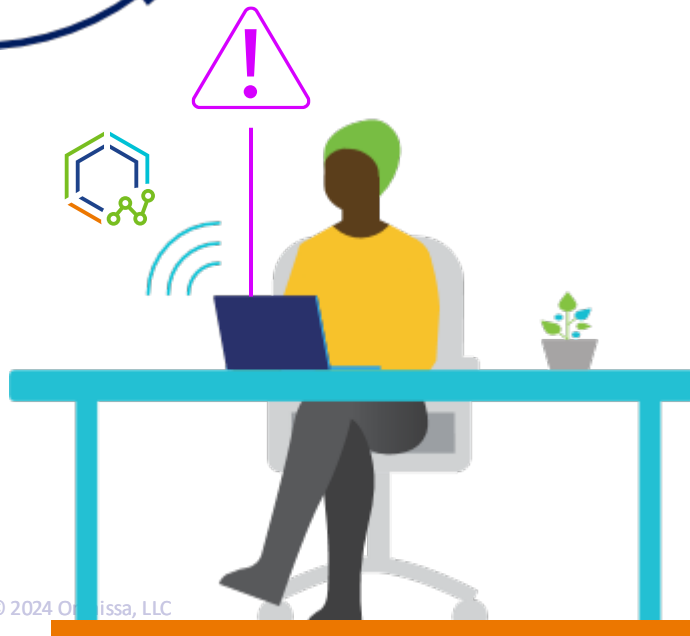
Detects individual or widespread issues and automatically submits support ticket to ServiceNow

2

Support Rep

Has access to frequently used Workspace ONE UEM actions within ServiceNow

Can launch Workspace ONE Assist remote session directly from ServiceNow incident to quickly assist employee



Empower frontline workers with Workspace ONE

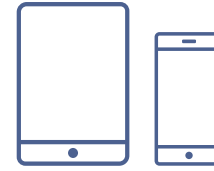
Intelligent-driven unified platform to support any use case at scale



Shared COSU



Kiosks and Signage



COPE



BYO

Horizon



VMware Horizon®

Omnissa Horizon

Build resiliency with Virtual Desktop Infrastructure (VDI) and apps

Efficiently and securely deploy, manage, and monitor **virtual desktops and apps** across the hybrid cloud to save time and costs



Frontline Worker Devices and Workstations

Provide workers with personalized access to virtual desktops and apps across any device, including thin clients, laptops, and smartphones.

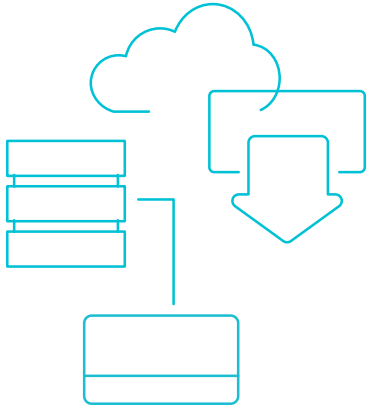


POS and EHR

Deliver virtual desktops and apps to quickly modernize outdated IT systems, without the costs associated with replacing legacy hardware and software.

Omnissa Horizon for retail

Deliver exceptional customer and employee experiences with virtual desktops and apps



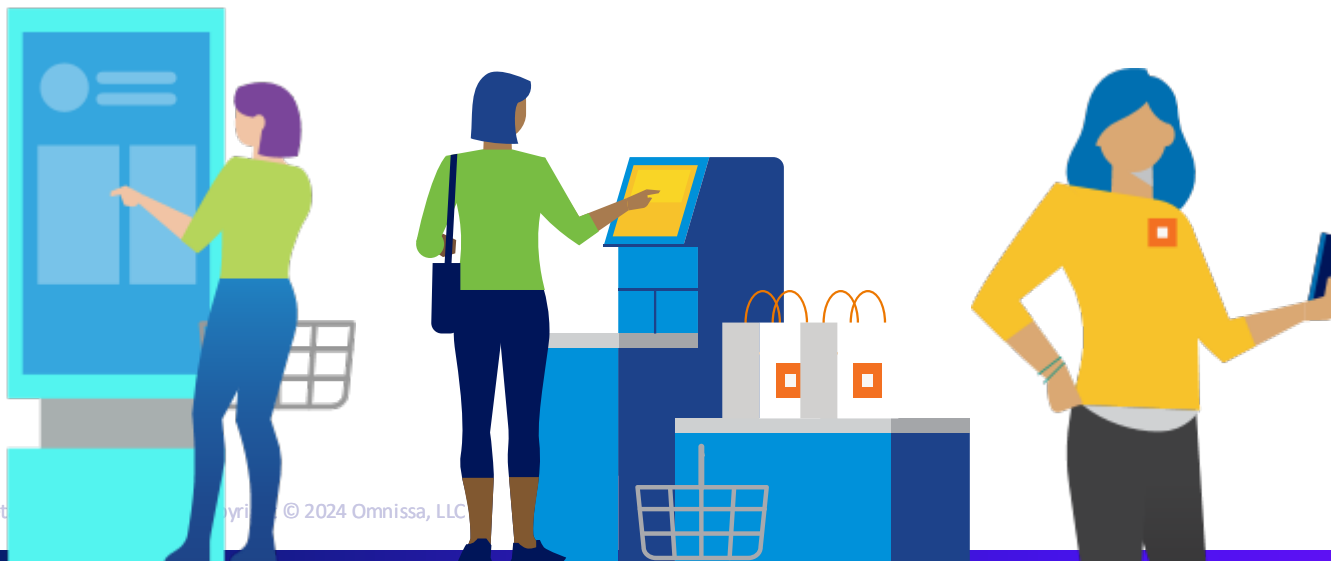
Challenge:

Legacy store systems are expensive to maintain, hard to keep up-to-date with security standards, and can't support omnichannel experiences.

Replacing legacy hardware, software, and peripherals is costly and can negatively impact business operations.

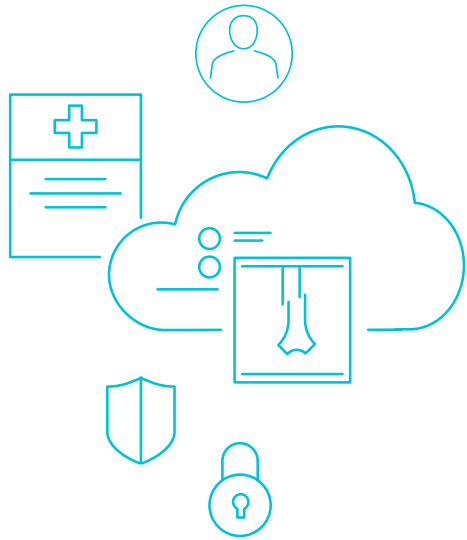
Solution:

- Virtualize back- and front-of-store systems to create a connected ecosystem and reduce costs
- Modernize POS, mPOS, self-checkout, and kiosks to better serve your customers
- Simplify workflows by providing store associates with a consistent digital experience across any mobile device and desktop



Omnissa Horizon for healthcare

Deliver exceptional patient and employee experiences with virtual desktops and apps



Challenge:

Data stored on devices pose major security and compliance issues

Healthcare staff members must deal with inconsistent and complex clinical workflows, unnecessarily relaunching systems to access patient data as they move from location to location

Solution:

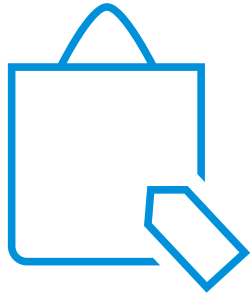
- Virtualize EHR systems so sensitive patient data is stored in the data center and not on devices
- Deliver a consistent clinician experience, regardless of device, network or location with AlwaysOn Access
- Improve clinical workflows and simplify access to EHR systems



Customer Case Studies

Retailer personally enables associates with Workspace ONE

Fortune 100 retailer implements COPE devices to attract and retain talent



Industry: Retail

Location: North America

Omnissa Solutions:

- Workspace ONE UEM
- Workspace ONE Assist
- Horizon

Use Case

- Support millions of mission-critical devices used by essential frontline workers to communicate with each other, track assets, access product and customer info, process payments and print barcodes, label and receipts.
- Empower newly remote workforce with desktop and app virtualization solutions, BYO, SSO access and Workspace ONE productivity apps
- Equip 700,000+ workers with COPE smartphones to access associate app during their shift and use as a personal device if they want.

Workspace ONE Benefits

- Secure digital-first infrastructure
- Scalable mission-critical device and app deployment to maintain frontline worker productivity
- Digital workspace to enable remote work and provide a great EX

Large supermarket chain leverages Workspace ONE

Retailer eliminates management silos and support costs across device deployments



Industry: Retail

Location: Canada

Omnissa Solutions:

- Workspace ONE UEM
- Workspace ONE Assist
- vSphere
- vSan

Use Case

- Supporting 30,000+ devices in production, including Windows CE, Android, iOS, macOS, and Windows 10
- Using Workspace ONE to manage BYO, COPE and macOS devices for knowledge workers
- Using Workspace ONE to support fully managed shared COSU devices, including rugged handheld computers, manager workstations, and kiosks

Workspace ONE Benefits

- Consolidated management across all endpoints, including knowledge worker and frontline worker deployments
- Granular control of deployments by store with multi-tenant architecture
- Eliminated 6,000+ in-store IT visits with Workspace ONE Assist

Government postal service takes operations to new heights

Company eliminates management silos and support costs across device deployments



Industry: Government, Logistics, Retail

Location: Australia

Omnissa Solutions:

- Workspace ONE UEM
- Workspace ONE Intelligence
- Workspace ONE Assist
- Horizon
- vSphere
- Carbon Black

Use Case

- Supporting 20,000+ devices in production, including Windows CE, Android, iOS, and Windows 10
- Using Workspace ONE to securely manage devices to maintain business continuity amid the pandemic
- Accelerate BYO adoption among corporate employees and frontline workers (including drivers and retail workers)

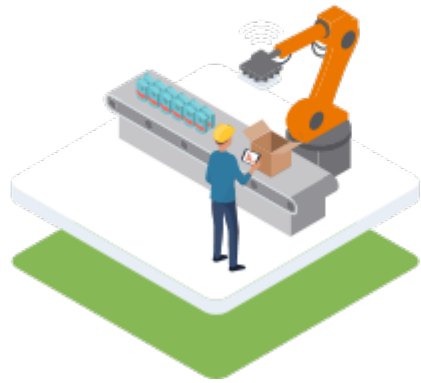
Workspace ONE Benefits

- Consolidated management across all endpoints, including knowledge worker and frontline worker deployments
- Advanced security capabilities with integrated access control, applications, and multiplatform endpoint management,
- Enhanced innovation and greater end-user productivity with BYO and Workspace ONE Assist remote support

Summary

Workspace ONE UEM scales across all enterprise use cases

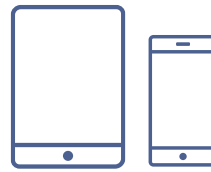
Unified Endpoint Management delivers a 60% reduction in costs



Shared Corporate-Owned, Single-Use (COSU)



Interactive Kiosks / Digital Signage



Corporate-Owned, Personally Enabled (COPE)



Frontline Worker Bring Your Own (BYO)



Knowledge Worker Devices

OmnissaWorkspace ONE

Why Workspace ONE for frontline worker use cases?

End-to-end solution purpose-built for the front lines



Only UEM, consistently recognized as an industry leader by analysts, with comprehensive support for every device type and use case



Manage frontline devices, alongside existing mobile and laptop deployments, from a single console at scale



Enable End-to-End Management and Security

Enroll and configure mobile, rugged, headsets, printers, IoT, and laptops with line-of-business apps and manage at scale with [Workspace ONE UEM](#). Support SSO, per-app VPN, conditional access, and MFA via [Workspace ONE Tunnel](#) and [Workspace ONE Access](#).



Support Shared COSU and Kiosk Devices

Deliver exceptional employee experiences with the ability to lock devices into single or multi-app mode, UI/UX customization options, and identity and access controls (including check-in/check-out) with [Workspace ONE Launcher](#).



Deliver a Consumer-Simple Digital Workspace and Exceptional DEX

Streamline frontline worker communications and boost productivity and collaboration with SSO access to corporate content, notifications, and self-service support with [Workspace ONE Intelligent Hub](#).



Improve Management and DEX Through Analytics and Automation

Leverage insights and analytics to make data-driven decisions and drive automation to improve DEX and strengthen security with [Workspace ONE Intelligence](#).



Optimize Your Service Desks and Provide Remote Support

Remotely assist work with tasks and issues in real-time with remote view and control capabilities with [Workspace ONE Assist](#) and [Workspace ONE ITSM Connector](#) for ServiceNow.

omnissa™

Thank you



Business Solutions
1.800.800.0014

Enterprise Solutions
1.800.369.1047

Public Sector Solutions
1.800.800.0019

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