

A ROADMAP FOR THE DIGITAL WORKSPACE

Chart Your Journey with Real Stories
from Real Customers

vmware®



The Workforce Has Gone Mobile

As the nature of work continues to evolve, modern organizations face an ever-changing set of challenges. The consumerization of IT and an increasingly mobile workforce have created a generation of workers who interact with data and information in entirely new ways. If businesses want to keep their footing in this new landscape, they must respond in ways that allow them to stay both flexible and secure.

Today's IT teams must juggle:

- **Device-centric management systems.** Manual provisioning and configuration are too slow and error-prone to keep up with demand.
- **Fragmentation across operating systems and device types.** Multiple operating systems and BYOD programs make it difficult to efficiently manage and secure data across various endpoints.
- **Budget pressures.** The need to do more with less is a continual mandate from the business.

IT needs a streamlined solution that can keep up with the pace of modern business, without sacrificing security or increasing costs. For many organizations, that means working toward a digital workspace.



Realizing the Benefits of a Digital Workspace

Mobile technologies and the cloud are making a big impact on how IT supports and drives the business. It's not enough for IT to simply provide new technologies; it's also vitally important to keep the needs of the modern worker in mind. That means providing great user experiences, offering anytime, anywhere access, enabling mobile workflows, and more.

A digital workspace gives businesses the ability to:

- **Simplify app and access management.** Satisfy the demand to leverage mobile and SaaS apps on personal devices with a unified catalog that uses strong authentication, a single sign-on experience, and conditional access controls. This allows IT to establish access policies for any application, providing an enterprise-secure environment for all your data and endpoints.
- **Transform Windows delivery.** As employees increasingly use a range of personal devices for work, it's often critical to their productivity to enable secure, frictionless access to Windows apps without compromising security. A digital workspace can help enable anytime, anywhere access—while improving performance, security, and cost of management.
- **Unify endpoint management.** More consumer options and types of devices create more endpoints, which increases management complexity and security risks. Do more with less by leveraging over-the-air provisioning and automated compliance remediation of devices within minutes. Give workers the ability to securely access corporate apps, systems, and files to save time and deliver better experiences.

How Companies Are Enabling Workers and Transforming Business Processes

With a digital workspace solution from a trusted partner, you can simply and securely deliver and manage any app on any device by integrating access control, application management, and multi-platform endpoint management.

The VMware digital workspace platform delivers a consumer-simple experience with enterprise-class security. In the pages that follow, we'll look at the stories of four companies currently using VMware solutions to solve their business needs as they journey toward digital transformation:



Let's take a look at the journey each firm is taking as they embrace digital workspace.



ANZ Bank

As one of the five largest listed companies in Australia, and the number-one bank in New Zealand, ANZ Bank faces high demand for secure, simple, and streamlined services. It chose VMware solutions to gain control and security while enhancing the customer experience.

CHALLENGES

SUCCESSSES

<p>Bank wanted to make customer interactions more personal and engaging, a shift away from employees standing behind teller stations</p>	<p>Bankers can work where and when their customers need them with secure mobile devices and services</p>
<p>Customer experience during everyday “mobile moments,” such as online shopping and app downloads, needed to be smooth and seamless</p>	<p>Branches can leverage their own apps to streamline processes and provide quicker service</p>
<p>Employees needed quick, secure access to tools and services to provide better customer service</p>	<p>“Digital branches” equipped with kiosks and iPads allow tellers to provide more delightful customer experiences</p>

Their Journey to Simplify App and Access Management

ANZ used VMware Workspace ONE™ with AirWatch® Unified Endpoint Management to transform modern banking with mobile-friendly, consumer-simple experiences.

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“By integrating our iPad engagement tools with back-end systems, we can remove a huge amount of manual process and deliver straight-through solutions that customers can agree to and implement in the same appointment.”

GORDON RENNIE
INNOVATION DIRECTOR
WEALTH AUSTRALIA



LCMC Health

LCMC Health is a not-for-profit healthcare system with more than 8,200 employees. It is the only Level 1 Trauma Center in southern Louisiana, and provides a wide range of services, including children’s care, acute care, ambulatory services, and home health. LCMC needed a solution that could streamline critical services, saving time for IT and hospital staff.

CHALLENGES

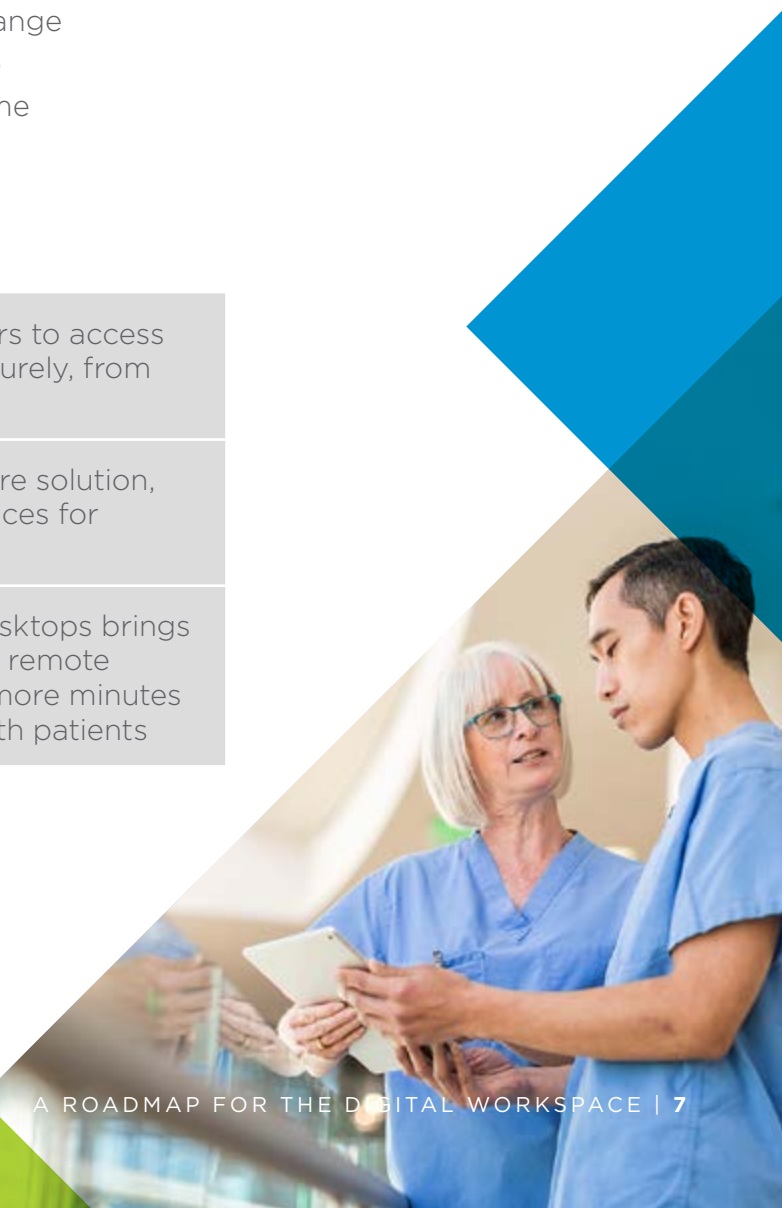
SUCCESSES

<p>Access to patient medical records was slow and fragmented</p>	<p>Single sign-on allows providers to access patient records easily, yet securely, from various devices</p>
<p>An outdated IT infrastructure didn’t provide an always-on, always-ready environment its medical professionals needed</p>	<p>A virtual desktop infrastructure solution, enables high-quality experiences for clinicians, staff, and patients</p>
<p>IT needed to lower operational expenses (OpEx) and roll out applications quickly, yet still provide world-class patient care</p>	<p>Replacing PCs with virtual desktops brings significant cost savings, while remote management frees up to 35 more minutes per shift for staff to spend with patients</p>

Their Journey to Transform Windows Delivery

LCMC deployed VMware Workspace ONE with VMware Horizon® to usher in a modern era of patient care by making information easily accessible to healthcare workers.

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“If you talk to any doctor, they’ll tell you they don’t want to have to spend time logging into the system. Even a small reduction in time is pretty big for us. That’s been the best feedback we’ve received from clinicians.”

AUSTIN PARK
PRINCIPAL CONSULTANT
LCMC HEALTH

Sprint



One of the largest cellular carriers in the U.S., Sprint provides wireless service to nearly 60 million customers and supports a global Tier 1 Internet backbone. It also has 50,000 employees, and needed the ability to bring mobility into everyday business practices across its workforce. The company needed a solution that could deliver at the scale and power required to support its people and achieve business goals.

CHALLENGES

SUCSESSES

Counter-based PoS systems kept employees tied up with machines instead of customers	Centrally managed tablets allow Sprint retail associates to engage with customers on the sales floor and reduce transaction time by 30%
The sales force needed secure and remote access to internal company information	Built-in security keeps data safe while allowing associates to access what they need, when they need it
Deploying traditional PC hardware at company offices was time-consuming and costly	Corporate employees can bring their own devices, or use less expensive mobile hardware to work on Horizon Air virtual desktops

Their Journey to Unify Endpoint Management

Sprint used VMware Workspace ONE to integrate AirWatch EMM and VMware Horizon® Cloud,™ allowing it to give workers simple, secure access to key business resources on mobile devices.

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“Our 2,500 seats of Horizon Air [Cloud] allow employees to access a traditional desktop on any device, and that number’s growing. It’s really a collaboration and a partnership with our employees that allows them to do the things they want to do, but also helps us reduce our cost structure.”

JOE HAMBLIN

DIRECTOR OF EMERGING PLATFORMS
IT ENTERPRISE SERVICES, SPRINT

Western Carolina University



Western Carolina University (WCU), with 10,800 students required its students to bring a computer to school. As a result students showed up with a variety of devices, from desktop and laptop computers to tablets and smartphones. The university needed a way to provide resources to each student, no matter the device whether they are on or off campus.

CHALLENGES

SUCSESSES

Distance education students did not have the same access to computing resources as on-campus students	A single portal with a single sign-on, streamlines access to university computing resources
The university needed to provide a consistent experience to students who used a variety of mobile devices	Students, faculty, and staff can access apps and data at any time, from any place and on any device
When a student withdrew from a class, IT needed a way to remove access to apps and licensed content	Users access software only when they need it, saving money on licensing

Their Journey to a Digital Workspace

WCU used the Workspace ONE™ platform with VMware Identity Manager™ and delivered Windows apps through VMware Horizon® and VMware User Environment Manager™ to securely deliver virtual desktops and apps.

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“We’re breaking down barriers and making resources more accessible. We’re excited that we can bring everything together in a very intuitive and easy-to-use package.”

MARK ELLERSICK

TECHNOLOGY SUPPORT ANALYST
WESTERN CAROLINA UNIVERSITY

Begin Your Journey with a Trusted Partner

In 2017, Gartner named VMware a Leader in the Gartner Magic Quadrant for Enterprise Mobility Management (EMM) for the seventh consecutive year.* VMware solutions provide simple ways to manage access to all application types, on-premises or in the cloud, and a unified platform for the provisioning, management, and compliance enforcement of devices across iOS, Android, and Windows.

With VMware, you can equip your digital workspace with the tools, apps, and services your workers need to succeed. From consumer-like simplicity to enterprise security, you can have it all—without going over budget.

With VMware, you can:



Simplify app and access management



Transform Windows delivery



Unify endpoint management

The digital future isn't waiting—and neither should you.

*Gartner, Inc., Magic Quadrant for Enterprise Mobility Management Suites, Rob Smith, et al, June 6, 2017

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