

VMware Workspace ONE Intelligence

Q. What is Workspace ONE Intelligence?

A. VMware Workspace ONE® Intelligence is a service for Workspace ONE environments that empowers organizations with rich visualization tools and automation to help them make data-driven decisions from a unique source of truth.

By aggregating, analyzing, and correlating device, application, and user data, Workspace ONE Intelligence provides infinite ways to filter and surface KPIs at speed and scale across the entire digital workspace environment.

Once information of interest has been surfaced by Workspace ONE Intelligence, IT administrators can use the built-in decision engine to automate rules that take actions based on an extensive set of parameters.

Q. Is Workspace ONE Intelligence a “cloud-only” service?

A. Workspace ONE Intelligence is a service that leverages the speed and scale of the cloud to deliver integrated insights and powerful automation to cloud and on-premises installations of Workspace ONE. On-premises customers can opt in to the service using the Workspace ONE Intelligence Connector to connect their Workspace ONE on-premises console to the Workspace ONE Intelligence service. The Workspace ONE Intelligence Connector must be installed on premises.

Q. How is the Workspace ONE Intelligence service accessed?

A. Workspace ONE customers can access the Workspace ONE Intelligence service through their Workspace ONE Unified Endpoint Management (UEM) console.

Q. Who is eligible for Workspace ONE Intelligence?

A. Workspace ONE customers are eligible for the Workspace ONE Intelligence service. Workspace ONE Intelligence is available as part of certain Workspace ONE cloud editions and can be purchased as an add-on to Workspace ONE on-premises editions.

Q. What capabilities are included in Workspace ONE Intelligence?

A. Workspace ONE Intelligence provides three major areas of improvements that complement and extend the Workspace ONE platform:

- Integrated insights with preset dashboards and custom reports
- App analytics with app performance, app engagement, employee experience, and user behavior
- Powerful automation with the new automation engine that can automate actions across the environment

Together these capabilities help organizations manage complexity and security without compromising on user experience.

Q. What capabilities come with Workspace ONE Intelligence reports?

A. Workspace ONE Intelligence comes with preset reports to provide visibility into common queries. Custom reports can be created or scheduled to provide detailed historical data about the entire environment. Get live previews of reports to see results before running the entire report. Reports take seconds to a few minutes to run depending on the scope of the query and can be exported in CSV format. Easily share reports with the rest of the organization as links to avoid encountering file size limitations when sending via email.

Q. What capabilities come with Workspace ONE Intelligence dashboards?

A. Workspace ONE Intelligence comes with preset dashboards to visualize key data points from the entire environment. Preset dashboards include visibility into security risk, device enrollment, app adoption, Windows vulnerabilities, and version management. Dashboards can also be customized in infinite ways to meet your exact needs.

Q. What app analytics capabilities come with Workspace ONE Intelligence?

A. Workspace ONE Intelligence comes with a comprehensive set of app analytics capabilities that can be accessed directly within the console, from app loads to app installs, daily active users, monthly active users, and more. Workspace ONE Intelligence also comes with Aptelligent capabilities for mobile app performance, app adoption and engagement, and user behavior monitoring. Aptelligent offers continuous monitoring of mobile app usage in the field across devices, networks, operating systems, geolocation, connectivity state, or version of the app. Easily analyze and quantify how mobile app performance affects app adoption, engagement, and churn with Workspace ONE Intelligence and Aptelligent.

Q. What employee experience management capabilities come with Workspace ONE Intelligence?

A. Workspace ONE Intelligence helps improve employee satisfaction and productivity, and reduces time to resolution with digital employee experience management. Workspace ONE Intelligence proactively addresses user experience issues related to the digital workspace by leveraging the power of cross-platform (and industry) insights, real-time automation, and cloud-based management. The result is improved employee engagement, higher customer satisfaction for IT, and reduced cost to the business.

Q. What automation capabilities come with Workspace ONE Intelligence?

A. Automate IT operations and security processes by defining rules that take actions based on a rich set of parameters (nearly 200) from your entire environment with the Workspace ONE Intelligence automation engine. Context-based actions help increase efficiencies across the organization and greatly reduce the complexity and burden of manual tasks. Easily create policies that take automated remediation actions based on context to enhance user experience, operational efficiencies, and security. Build contextual policies that fit your unique environment by automating workflows that extend to your favorite third-party services like ServiceNow, Slack, or any third-party service via REST API.

Q. What are some of the key use cases being addressed by Workspace ONE Intelligence?

A. Here are some of the key use cases for adopting Workspace ONE Intelligence:

- **User experience for employee apps** – Enable mobile development teams and mobile product managers to prioritize and ultimately fix any performance issues that have a negative impact on user experience.
- **User experience for end-user apps** – Ensure that end users get the best mobile application experience by keeping an eye on app performance, app engagement, and user behavior.
- **Resource optimization** – Get granular insights into device and application usage over time.
- **Zero-Trust security and compliance** – Raise the level of security hygiene across the environment with integrated insights, automation capabilities, and continuous verification through risk analytics and behavior.

Q. What risk analytics capabilities come with Workspace ONE Intelligence?

A. Machine learning in Workspace ONE Intelligence provides risk analytics and risk score based on device context and user behavior, enabling continuous verification central to Zero Trust.

Q. Can Workspace ONE Intelligence integrate with other security vendors?

A. Workspace ONE Intelligence can integrate with third-party security vendors through Workspace ONE Trust Network. By leveraging threat intelligence from Workspace ONE Trust Network partners, IT can become more proactive with deeper insights and automated response and remediation across the digital workspace, further supporting a Zero-Trust security framework.

Q. How is Workspace ONE Intelligence licensed?

A. Workspace ONE Intelligence is licensed on a per-user or per-device basis and is available as part of an annual subscription.

Q. Can I purchase Workspace ONE Intelligence for a portion of my Workspace ONE environment?

A. Workspace ONE Intelligence must be purchased for the entire Workspace ONE deployment.