

VMware Workspace ONE Intelligence

Insights and automation for the modern digital workspace

AT A GLANCE

The Intelligence service for VMware Workspace ONE® provides deep insights and app analytics into the entire digital workspace, and offers powerful automation. Together, these capabilities enhance user experience and strengthen security and compliance across the entire environment.

KEY BENEFITS

- Manage complexity and security without compromising on experience.
- Quickly resolve issues that can impact user experience across mobile and desktop.
- Easily monitor device and app usage to optimize resources.
- Detect and automatically remediate security vulnerabilities faster.

Key Trends

As employees demand access to corporate data and apps from their devices of choice to be more productive, organizations are faced with a heterogeneous environment and an expanding perimeter that they're not always equipped to manage. Organizations that rely on point solutions are limited to addressing user needs, security breaches, and operational issues in a reactive manner. The lack of comprehensive insights into device data, apps, and users leads to a greater risk of cyber threats and adds management complexity.

Keeping track of employee needs and security while delivering great user experiences is essential for organizations because application performance issues and broken access to internal services have a direct impact on employee productivity. Yet a typical response is to block application access or add more restrictions, disrupting employee productivity and leading employees to circumvent security controls. IT needs a solution to bridge the gap between security and experience, while lowering management complexity through analytics and automation. With an increased landscape for security breaches, only an integrated and modern security solution that can be extended with trusted security partners can provide the level of security confidence required for a perimeter-less organization.

What Is Workspace ONE Intelligence?

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 automation engine to create rules that take actions based on an extensive set of parameters and create policies that take automated remediation actions based on context and risk analytics. With Workspace ONE Intelligence, organizations can easily manage complexity and enable Zero Trust security without compromising on employee experience.

SOFTWARE

- Workspace ONE Intelligence requires Workspace ONE and is included in certain Workspace ONE editions.
- Workspace ONE customers can upgrade or purchase Workspace ONE Intelligence as an add-on.

Key Features

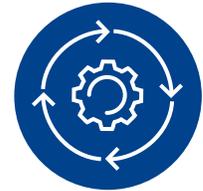
Workspace ONE Intelligence provides integrated insights, app analytics, and powerful automation across your entire digital workspace.



Integrated Insights



App Analytics



Powerful Automation

Integrated insights

Get complete visibility into your digital workspace and gain deep insights that enable data-driven decisions across your entire environment.

FEATURE	DESCRIPTION
Unified visibility	Workspace ONE Intelligence aggregates and correlates device, application, and user data together in one place to give you a complete view of your entire digital workspace environment. Get insights into user experience from mobile to desktop with digital employee experience management.
Rich visualization	Keep an eye on the data that matters to you most with preset dashboards that can be customized to meet your unique needs. Visualize the evolution of your environment's security risks, app deployments, device management, app and experience engagement, and patch rollouts.
Speed and scale	Get results in real time across your entire environment so you can quickly respond to user experience issues and security risks.
Custom reports	Run or schedule reports to get even more detailed historical data about your entire environment and share them with the rest of the organization.

App analytics

Optimize app development and app deployments across your organization and user base to quickly resolve issues, reduce escalations, and enhance user experience.

FEATURE	DESCRIPTION
App performance	Monitor application performance to quickly resolve issues that can negatively impact user experience, fix first what matters most, and prioritize development efforts based on user impact. Get detailed app performance with 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.
Adoption and engagement	Measure app adoption and engagement across your environment and quickly discover the apps that are used the most, so you can easily quantify ROI of app deployments. Help business owners understand how mobile apps are making a difference for your employees with visibility into app adoption and engagement.
User behavior	Identify the most important flows or actions in your app and connect them with critical business metrics.

Powerful automation

Automate workflows to gain efficiency across your environment.

FEATURE	DESCRIPTION
Preset automations	Get access to a set of pre-configured automations to help you manage your entire digital workspace more efficiently from the get-go.
Automation engine	Automate processes by defining rules that take actions based on a rich set of parameters. The Workspace ONE Intelligence automation engine integrates with threat feeds, including CVEs, to help make data-driven decisions.
Contextual policies	Easily create policies that take automated remediation actions based on context and user risk to increase user experience, operational efficiencies, and security.
Extensibility	Build contextual workflows that extend to any third-party service via REST API, including popular services like ServiceNow and Slack.

LEARN MORE

Find out more about VMware Workspace ONE by visiting www.vmware.com/products/workspace-one/intelligence.

FOR MORE INFORMATION OR TO PURCHASE VMWARE PRODUCTS

call 877-4-VMWARE (outside North America, +1-650-427-5000).

Key Benefits

Improve user experience

Workspace ONE Intelligence gives IT admins insights into app deployments, app engagement, and user experience to quickly resolve issues, reduce escalations, and increase employee productivity. Improve user satisfaction, productivity, and time to resolution with cross-platform digital employee experience management.

Optimize resources

With visibility into device and app usage, Workspace ONE Intelligence can help IT optimize resources across the environment by ensuring employees get what they need and that IT reduces spending on devices and apps that are less used.

Increase security and compliance

Detect and automatically remediate security vulnerabilities at scale with Workspace ONE Intelligence. Quickly identify out-of-compliance devices, leverage CVE and threat intelligence, apply the latest security patches faster, and automate access control policies based on user behavior and risk profiles. Enable continuous verification central to Zero Trust with machine learning that provides risk analytics and risk scores from device context and user behavior.

Key Use Cases

User experience (for employee apps)

Enable mobile development teams and mobile product managers to prioritize and fix any performance issues that have a negative impact on user experience. Get insights into app deployments, app engagement, and user experience in the field to quickly resolve issues, reduce escalations, and increase employee productivity.

User experience (for end-user apps)

Workspace ONE Intelligence ensures that end users get the best mobile application experience by monitoring app performance, app engagement, and user behavior. With detailed insights around devices, networks, operating systems, geolocation, connectivity state, and app version, LOB owners can optimize apps for their unique audience and ensure an optimal user experience. Workspace ONE Intelligence can automatically detect when an updated app does not perform as intended and automatically roll back to an earlier, more stable version, minimizing the impact on user experience. Get recommendations on app deployments based on network performance and geolocation.

Resource optimization

Get insights into device and application usage over time so that you can optimize your resource allocation and license renewals. Use the built-in automation capabilities to tag devices that have been inactive for specific periods of time or to notify your users when their devices need to be replaced.

Zero-Trust security and compliance

With deep insights into the entire digital workspace environment and automation capabilities, Workspace ONE Intelligence can help raise the level of security hygiene across your organization by delivering continuous verification through risk analytics and behavior. Identify out-of-compliance devices, apply the latest security patches, and automate access control policies based on user behavior. Workspace ONE Intelligence security capabilities can be augmented with the Workspace ONE Trust Network to enable a Zero-Trust security framework.

