5 SUCCESSFUL DIGITAL WORKSPACE STRATEGIES

See How Companies Are Empowering Workers and Supporting Innovation

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:

- **Secure 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.

- **Simplify 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:

> Lufthansa   > WD   > COFENSE

> Cerner   > Mercy

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

Lufthansa

Improving Cargo Delivery with Reliable Mobility Solutions

Lufthansa Cargo delivers goods to people and businesses around the world. Located in Frankfurt, Germany, they employ more than 450 crew members and services 45 destinations. Their pilots and crew needed a fast and easy way to get reliable inflight information so they could do their jobs better. VMware Workspace ONE™ powered by AirWatch® is a flexible, highly secure digital workspace that meets their needs today, and helps them design better flight operations for the future.

CHALLENGES	SUCCESSES
Critical flight details needed to be reliable and available at all times	A standards-based mobile solution delivers critical flight information quickly while boosting reliability
Inflight operations needed to be more efficient to get better logistical performance	The new system is easy to use, improving efficiency and supporting better decision-making
Proprietary hardware on each plane was heavy and hard to operate, often requiring last-minute troubleshooting by IT maintenance teams	Legacy hardware has been removed, saving more than 40 kilograms per cargo plane, saving thousands of dollars per flight and significantly easing operations

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"Since implementing AirWatch and the use of iPads, our operating costs have reduced significantly and we were also able to reduce lengthy approval cycles with the aviation authorities."

OLIVIA GRYCHTA
TEAM LEAD FOR FLIGHT OPERATIONS SUPPORT AND CREW CONTROL
LUFTHANSA CARGO

Cerner

Protecting Patients with a Highly Secure Mobility Solution

Cerner is a leading provider of healthcare technology. They operate in 30 countries worldwide, with 11,000 sites and 450 clients. To keep up with rising demand, they needed a unified platform that allowed them to deploy applications fast without driving up cost. Using a combination of VMware solutions, like VMware Workspace ONE,™ VMware NSX® Data Center, and VMware vSAN,® they were able to build a highly secure digital foundation to support business goals and meet regulations.

CHALLENGES	SUCCESSES
Application deployment was slow, delaying critical healthcare services	Applications can be remotely deployed within hours or days, instead of weeks, saving money and meeting business and patient demand
Potential security gaps in patient information caused concerns and risks	VMware NSX Data Center enables micro-segmentation, protecting individual workloads no matter where they are in the network
Every site, client, and country has different requirements, which all needed to be met to stay in compliance	A unified platform and policy-driven automation allows IT the deep visibility and control they need to stay in compliance everywhere

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"VMware is a very strong partnership. Clients choose Cerner because of vision, and the types of technology we're putting in place to deliver care in the most efficient and proactive way possible."

JOSH RODGERS
DIRECTOR OF INFRASTRUCTURE
CERNER

Western Digital

Streamlining Mobile Access to Business-Critical Applications

Based in Southern California, Western Digital is one of the largest providers of storage solutions, hard drives, and Network Attached Storage devices in the world. With more than, 75,000 employees across dozens of countries, ensuring everyone has secure, consistent access to any business application, on any mobile device, is a top priority. Western Digital turned to VMware Workspace ONE powered by AirWatch for a consolidated solution—a single corporate app catalog—that would give them the freedom to keep on growing.

CHALLENGES	SUCCESSES
After two large acquisitions, apps were scattered across dozens of directories	A unified platform consolidates applications into a single centrally managed catalog
The lack of proper tools and access to applications meant employees had to forgo important "mobile moments"	Employees have consistent, latency-free access to apps so they can be more productive
Onboarding new employees was a complicated process that required too much manual labor	A self-service portal makes onboarding quick and easy, giving new employees a single view of the company's applications

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"We've been really, really pleased so far. For folks who need access to applications, instead of the typical, 'How do I get this application?' or 'Where's the link to that application?' we put it all in the Workspace ONE portal."

STEVE PHILLPOTT
CIO
WESTERN DIGITAL

Mercy

Enhancing Patient Care Through Mobile Applications

A nonprofit Catholic healthcare system in the Midwest, Mercy has more than 700 physician practices and outpatient facilities; 40,000 coworkers; and 2,000 Mercy Clinic Physicians. To provide the best possible care to its patients, it needed a mobility infrastructure that would improve device management, accessibility, and security. VMware Workspace ONE powered by AirWatch helped Mercy make that initiative a reality.

CHALLENGES	SUCCESSES
Existing infrastructure wasn't able to handle growing demand for mobile access to apps and data	Mobile infrastructure is now strong enough to withstand peak demand, while remaining highly secure
The user experience across company and employee-owned devices was inconsistent	Employees can securely access the same applications on any device, anytime
Care teams wanted to foster greater transparency and better communication with patients	Patients are issued a tablet with an app that gives them and their families anytime access to care information and communication capabilities

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After implementing VMware Workspace ONE powered by AirWatch to support the MyMercy Bedside app, 80% of Mercy patients agreed that the app helped them understand how to use medications better.

IDC HEALTH INSIGHTS:

MERCY HEALTH SYSTEMS
INNOVATIVE MOBILE APPLICATIONS TO ENHANCE PATIENT CARE, 2017

Cofense

Protecting Against Data Breaches with Unified Management

Cofense, a global leader in security, is in the fight against phishing. For the most part, its 550 employees, consultants, and contractors work remotely—so it's critically important that it have a reliable, secure, and unified platform to keep everything together. VMware Workspace ONE powered by AirWatch was the solution it needed to improve endpoint management and provide high-quality user experiences every time.

CHALLENGES	SUCCESSES
Processes for deploying new systems and services were inconsistent and required high levels of IT involvement	Cloud-based services and systems can now be delivered quickly and consistently, with minimal IT effort
Maintenance and troubleshooting issues caused delays and prevented employees from getting work done	Issues can now be resolved remotely, minimizing downtime and reclaiming weeks of lost productivity
Windows 10 and macOS devices needed to be managed with a single platform	A unified system manages all devices, reducing complexity and cost

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"With Workspace ONE, we can have a laptop ready with all security policies in less than half a day. It can be shipped off to an employee, who can start using it as early as the next day. The capability will be even more valuable as we continue to globalize our workforce and continue to refine a true out-of-the-box service delivery model."

MARK ZIGADLO
VICE PRESIDENT OF IT
COFENSE

Begin Your Journey with a Trusted Partner

In 2018, Gartner named VMware a Leader in the Gartner Magic Quadrant for Unified Endpoint Management Tools.* 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-grade security, you can have it all—without going over budget.

With VMware, you can:

Secure access
management

Simplify
Windows delivery

Unify endpoint
management

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

*Gartner, Inc., Magic Quadrant for Unified Endpoint Management Tools, Chris Silva, et al, July 23, 2018.

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Learn more about delivering
digital workspaces >

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