

# Easily manage and protect the endpoint devices your frontline teams use



**You probably already know VMware Workspace ONE® Unified Endpoint Management (UEM) supports devices used by knowledge workers. Did you know it also helps you support and manage the mission-critical devices used by frontline workers?**

No matter what industry you're in, VMware Workspace ONE UEM helps your frontline workers deliver essential goods and services. It also helps you manage all devices from a single dashboard – software to security to support. The solution also enhances efficiency, enriches the customer and employee experience, and helps reduce downtime.

From delivery drivers to warehouse workers, store associates, nurses, construction teams and others, frontline workers rely on multiple devices. In addition to standard mobile devices like smartphones and tablets, some also use rugged handheld computers, mobile printers, wearables, IoT, kiosks, and digital signage.

When you support your frontline teams with this solution, you can:

- Optimize efficiency and transform workflows with simplified device staging and management
- Improve the employee experience by delivering a seamless end-user interface that keeps frontline workers productive and engaged
- Minimize downtime by remotely assisting workers with device tasks and issues in real-time (before it impacts your bottom line)
- Scale to support new technologies that improve frontline worker productivity and customer experience

## Benefits

- Save time and resources with low-touch enrollment and configuration
- Optimize content distribution and decrease unnecessary data usage
- Reduce downtime and more quickly assist workers remotely with device tasks and issues

## Features

- Integrated management, identity, analytics, and remote support capabilities
- Security for shared and individual-use devices
- Support for complex deployments
- Extensive API ecosystem for non-IT personnel's self service

## Quickly stage devices

When it comes to mission-critical endpoints, staging and management through VMware Workspace ONE UEM gives you:

- Low-touch, low maintenance support for frontline workers' devices
- Support for several onboarding options
- Easy, automated enrollment

Upon enrollment, IT has immediate visibility into managed devices, with the ability to track and collect critical information, such as:

- System diagnostics
- Network information
- Certificates
- Apps (internal and external apps)
- IT-defined custom attributes

During staging, IT can also set up a local or remote Workspace ONE relay server, which optimizes content distribution and decreases unnecessary data usage.

## Easily manage devices and apps at scale

Our solution provides a holistic approach that gives your IT team greater visibility. It also gives you improved operational efficiency by combining management tools and processes. IT can manage the full device and app lifecycle, from onboarding to retirement. You'll be able to:

**Configure** – Easily configure devices and make sure they're up to date with the content they need via product provisioning.

**Control** – Create device settings across use case, worker role, or an individual to help prevent unauthorized access, limit excess data costs, and only give workers or customers access to the apps, content, and settings they need, without compromising security.

**Protect** – Corporate data on endpoints is protected through restrictions, data loss prevention policies, and remote wipe if a device is compromised.

**Track** – Real-time dashboards, reports, and event logs provide full visibility for asset tracking.

**Predict** – Make data-driven decisions (like predicting device battery failure and automating replacement) with Workspace ONE Intelligence.

Why  
AT&T

Technology is complex. Transformation is fast. With experience across all industries, we bring a rich understanding of how to support your frontline teams. No matter the size of your business, we'll deliver the right insights, guidance, and solutions.

### The state of the frontline

**60%**

of the U.S. workforce will be frontline workers by 2024

**49%**

of frontline workers were mobile-enabled in 2020

**70%**

of new mobile investments by businesses over the next 5 years will be for frontline workers

*Source: Gartner Hype Cycle for Frontline Worker Technologies, 2020*

Discover how to manage and secure the devices your frontline teams use  
at [www.business.att.com/products/vmware.html](http://www.business.att.com/products/vmware.html).