

HOW ORGANIZATIONS ARE TRANSFORMING THE EMPLOYEE EXPERIENCE WITH A DIGITAL WORKSPACE

Table of Contents

Introduction	3
A Highly Secure, Consumer-Simple Experience	3
Deutsche Bahn Empowers Employees with Mobility and Choice	4
John Muir Health Expands Clinical Mobility for Better Healthcare Outcomes	5
Kuwait Petroleum Italia Connects Employees with the Tools and Information They Need—Everywhere	6
Where Are You on the Modernization Journey?	8

Business leaders understand that it's more important than ever to empower employees with the apps they need, however they wish to use them. According to "Impact of the Digital Workforce" from Forbes insights:

- Approximately two-thirds of CIOs and business users report that making apps available and accessible is very important to accelerating decision making within their companies, and firms with highly accessible apps believe that their decision making has been accelerated by over 16%.
- Digital workspace empowered employees report a significantly greater impact on personal productivity (63%), with the help of business apps.
- 81% of total respondents agree that employee business apps will only increase in importance over the coming years.

Introduction: Supporting a Fast-Changing Workforce

Today's employees are increasingly sophisticated, with changing needs and expectations. They require much more than simply the tools they need to do their jobs. They want improved flexibility, control, and freedom to work from anywhere. These "consumerized" professionals are comfortable with new consumer apps, digital devices, and a more mobile lifestyle. And they want the same choices at work that they enjoy in their personal lives.

Cloud technology and mobile apps are shaking up business priorities as well. Organizations are retooling app delivery models to respond to change fast, and maximize productivity, while maintaining compliance. Many are deploying more software-as-a-service (SaaS) apps in the workplace, almost all of which reside outside traditional corporate networks.

In world of constant change, IT organizations are looking beyond traditional, time-consuming PC management, asset management focus, siloed teams, and overlay security models. IT is reimagining the way it delivers and supports applications, devices, and data. Increasingly these forward-looking organizations are turning to the digital workspace.

A Highly Secure, Consumer-Simple Experience

The digital workspace represents a holistic change in the way IT delivers end-user services. This transformative initiative arms IT with the tools they need to manage and secure a variety of devices—and offer frictionless access to the apps and data that employees need to get work done. An effective digital workspace platform can deliver:

- Agility to adjust to ever-evolving mobile requirements, enabling IT to adapt quickly, while maintaining implementation and management efficiency
- The ability to support any device type and OS, plus the flexibility to handle any ownership model, from corporate-owned devices to employees' personal devices
- A comprehensive application delivery platform that both delivers native applications to devices, and access to cloud-based and on-premises web or virtual applications
- Protection for corporate data at rest or in motion, including email, files, and application states that may be cached or explicitly stored on devices
- Easy, intuitive onboarding support for employees without training or service calls

VMware Workspace ONE™ empowers the digital workspace by delivering a consumer-simple experience and enterprise-class security.

Let's explore how organizations worldwide are employing the digital workspace to unleash new opportunities in a world of mobile and cloud technologies.

“With the Unified Endpoint Management solution, we can save valuable time and resources in the management of mobile devices so that the IT team can dedicate itself to innovative digital transformation projects.”

KAI LÖBIG, HEAD OF WORKPLACE INFRASTRUCTURE MANAGEMENT SERVICE, DB SYSTEL

Deutsche Bahn Empowers Employees with Mobility and Choice

Industry: Information technology, telecommunications

Location: Frankfurt am Main

Challenge: Secure and manage a growing variety of devices

Deutsche Bahn is the second largest transport and logistics company in the world, with over two billion passengers per year. Its ICT provider, DB Systel GmbH, is responsible for its entire IT infrastructure. A standardized IT platform provides 100,000 users in the Deutsche Bahn rail group access to a variety of IT applications for their mobile devices, from typical MS Office applications to rail-specific apps. However, the DB Systel IT infrastructure was struggling to meet changing user needs. Its help desk was flooded with requests every day, and the team had to manage over 60,000 different Android and iOS devices, requiring an enormous amount of time and personnel. DB Systel needed a better way to manage mobile devices for its client.

Solution: Digital workspace offers flexibility and compliance

The new solution had to deliver not only robust security and compliance, but user friendliness for thousands of mobile employees. Providing a superior customer experience, and the widest possible array of options was top of mind. The technology solution would need to integrate seamlessly into the IT infrastructure of Deutsche Bahn – and with over 650 IT applications, 3,000 servers in two data centers and a data network with around 33,000 connections, this was no easy task. To ensure security and provide employees a choice in terms of their mobile devices and applications, DB Systel deployed a digital workspace strategy enabled by the VMware Unified Enterprise Mobility (UEM) Management solution. VMware AirWatch® provides support for Deutsche Bahn’s company-wide employee mobility program.

Benefits: Employee freedom, without compromise

Deutsche Bahn employees expect that the applications they need will be available on their mobile devices from the first day in the company. VMware AirWatch UEM technology, included in VMware Workspace ONE, makes onboarding of new employees easy – they can be added in just one hour without additional IT support. The solution lets DB Systel manage the entire lifecycle of end points for all major operating systems via a central management console. Employees can stay productive anywhere, update their necessary applications easily, and work much more efficiently. IT administrators have complete control over the applications in case the device is lost or stolen, enhancing security of the company’s entire network and its data. The solution delivers:

- Simple mobile access to applications
- Comprehensive mobile security
- Operational cost savings of 75 percent

“Workspace ONE will provide that single pane of glass to deliver the best application experience whether I’m on a phone, a tablet, or a 42-inch monitor. It will let our clinicians use the right device for the right task at the right time.”

BILL HUDSON, ASSOCIATE CIO AND VP OF IT OPERATIONS, JOHN MUIR HEALTH

John Muir Health Expands Clinical Mobility for Better Healthcare Outcomes

Industry: Healthcare

Location: San Francisco Bay Area, CA

Challenge: Give providers access to apps and data

In healthcare, information access is everything. If caregivers can’t access medical records and prescription information, treating and caring for patients becomes nearly impossible. Based in the San Francisco Bay Area, John Muir Health is an integrated healthcare system with 872 hospital beds, more than 1,100 physicians, and 6,500 employees. This innovative provider employs desktop virtualization in its clinical spaces to give caregivers access to its electronic medical record (EMR) system and other applications. However, remote users still accessed the hospital network using a traditional VPN, which was cumbersome to use, manage, and secure. The firm wanted to make sure that physicians could access patient records wherever and whenever they needed them. It was also seeking a secure method of delivering the application to its affiliates and other remote users, on any device.

Solution: Expedited healthcare through a digital workspace

John Muir Health was seeking to create a single, unified workspace for clinicians and administrative staff to be productive from anywhere. It decided to expand its existing VMware Horizon virtual desktop environment and deploy VMware Workspace ONE for access control, application management, and multi-platform endpoint management. Built on VMware AirWatch Unified Endpoint Management technology, Workspace ONE integrates with virtual application delivery via Horizon Remote Desktop Session Host (RDSH) on a common access and identity management framework. The solution integrates clinician’s workflows by integrating web and cloud-based applications delivered on one consistent workspace. Furthermore, remote users no longer rely on VPN access. Instead, they can simply login with Workspace ONE to access applications in a more secure and compliant environment, for a consistent experience wherever they are.

Benefits: Faster access enhances patient outcomes

With a digital workspace, caregivers can now access patient records from their mobile devices using password-free single sign-on, without putting patient data at risk—enabling doctors, nurses, and clinicians to spend more time with patients. Physicians enjoy the same consistent experience whether they’re working on a fixed desktop or working outside the facility. With its bring-your-own-device (BYOD) approach, John Muir Health no longer has to asset manage multiple devices for each user, saving time for IT staff. It can also provide higher availability and more effective software management than with traditionally deployed devices. The solution enables:

- Doctors to spend more time with patients
- Secure protected health information (PHI) while enhancing compliance and reporting
- Reduced cost of patient care for local communities

“With Workspace ONE, retail managers can immediately access sales information and retrieve what they need. They can also use AirWatch (VMware) Content Manager to access, modify and share the documentation with the manager of the sites in a secure way.”

SIMONE RISCHIA, IT MANAGER, KUPI

Kuwait Petroleum Italia Connects Employees with the Tools and Information They Need—Everywhere

Industry: Energy

Location: Dallas, TX

Challenge: Extend digital transformation and mobility across the organization

Kuwait Petroleum Italia (KUPI) is an affiliate of Kuwait Petroleum International, focusing on the refining and downstream market in Europe. The company has more than 3,000 retail sites, as well as a refinery in Sicily, plus an expensive supply and distribution network. The firm wanted to empower a more productive, digital workforce, update its gas stations, and offer mobile services for customers and employees. However, driving more mobility inside and outside of the organization means increasing the number of points susceptible to security risks. The company was looking for a solution that could help it manage several different areas of its IT environment more effectively. This included managing its different contact points and disaster recovery, maintaining security, and improving the way it provisioned services.

Solution: Simplified Access

KUPI selected VMware's Workspace ONE as both a Virtual Desktop Infrastructure (VDI) solution to enable its staff to access their desktops remotely, and to give them fast access to business transactions from its back-end applications. To make the whole environment secure by design, the company also fully integrated its VMware Workspace ONE environment with VMware NSX network virtualization. The solution lets KUPI shift network intelligence from a physical device to a virtual solution. This approach lets the firm simplify its data centers, linking its network inside the data center with the network that running around the outside. VMware NSX is the unifying element that can create a connection between its physical and virtual environments, with consistent security policies and management.

Benefits: A more agile, informed workforce

In the past, KUPI's sales people had to speak to retail site managers in person to access documents showing the orders and prices that have been applied to any type of commercial agreement. Prior to introducing Workspace ONE, employees needed to scan and upload these paper documents into the company's corporate systems when they were at home or in the office. Now, with Workspace ONE, this information is stored electronically for access anywhere. The solution provides:

- Better access to data
- Greater level of customization and security in accessing applications
- More control over information access

Where Are You on the Modernization Journey?

In a fast-changing world of new expectations, organizations require a more employee-centric approach to IT that focuses on agility, mobility, and choice. Many are embracing the digital workspace to stay competitive, better address user needs, and enhance compliance and management.

VMware Workspace ONE enables organizations to make the most of these changes, providing a consumer simple experience. It makes it easier for organizations to rapidly adopt new services and workflows, while optimizing security with rich contextual access policies. With IT and VMware working together, companies can take advantage of digital transformation to integrate apps faster, secure data more effectively, and control costs and compliance.

LEARN MORE

Implementing a Digital Workspace

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