

Top Use Cases for Frontline Workers



Frontline workers make up the majority of the global workforce and can be found across essential and nonessential industries. Unlike desk-based knowledge workers, frontline workers aren't tied to a desk, are typically shift-based, and must report to a jobsite or are out in the field.

Frontline workers also rely heavily on mission-critical technologies, which enable them to access the info, apps and people they need to do their job. These technologies play a critical role in navigating disruption, building long-term resiliency, and accelerating growth, efficiency and innovation.

Increased investment in digital transformation and employee experience is key to becoming more agile and resilient.

Every company has its own unique use cases to address, and business leaders shouldn't be afraid to redefine their digital strategy and experiment with new endpoints and initiatives that enable them to be more adaptive, innovative and able to scale to support the needs of their workers, partners and customers.

Retail

60% According to RIS, 60 percent of retailers surveyed are increasing their IT budget this year.²

- Implement flexible fulfillment options like in-store and curbside pickup.
- Promote new products and create purchase impulse among shoppers with interactive kiosks.
- Enable store associates to easily communicate with each other, support in-store fulfillment, access product and customer information, and process payments with mobile devices.
- Elevate the shopper experience with cashierless payment options using cameras and sensors.
- Modernize point-of-sale (POS) to track consumer identities and habits and empower shoppers with self-checkout and loyalty programs.
- Equip front- and back-of-store workers with mobile printers to print barcodes, labels and receipts.
- Keep workers engaged and foster a positive workplace culture with digital signage.
- Allow employees to bring their own device to work and securely access necessary info.
- Provide workers with immersive training with VR headsets.

Healthcare

40% According to Zebra Technologies, mobile device usage in healthcare is expected to grow up to 40 percent by 2022.³

- Improve access to quality care and cut costs with telehealth services.
- Save admin staff time and improve patient privacy and wait times with self-service kiosks.
- Collect key info and provide real-time access to patient vitals, diagnostics, imaging and more at the point of care with mobile devices.
- Increase efficiency and reduce error by labeling specimens and samples at the point of collection with mobile printers.
- Improve the patient experience and reduce error with smartglasses and augmented reality.
- Enable BYO to deliver critical info to workers' personal devices onsite, in the field, and at home.
- Modernize EMR systems and enable seamless access to clinical apps and data regardless of device or location.

Supply Chain Sectors

85% 49% According to MHI, 85 percent of supply chain leaders expect digital to be the predominant model over the next 5 years, with 49 percent accelerating their spend on digital technologies.⁴

- Deliver instructions, visual diagrams, and reference materials directly to workers' line of sight with smartglasses.
- Deploy IoT endpoints, like sensors, to monitor equipment and production conditions.
- Print barcodes and labels and increase visibility with mobile printers.
- Equip workers with only the apps, content and settings they need to stay productive and engaged.
- Track the location and status of all assets for greater productivity and cycle count efficiency with mobile devices.
- Consolidate cumbersome training guides and other required documents and manuals into a single device.

Top IT Challenges

- Enrollment and Configuration**
Devices are deployed outside of the office and away from IT, with limited connectivity.
- Device Downtime**
Device or app failure can cost millions of dollars a year due to decreased worker productivity.
- Employee Experience**
High worker turnover due to poor digital experiences and disengagement is costly.

The Case for Unified Endpoint Management (UEM)

By combining mobile device management (MDM) and enterprise mobility management (EMM) capabilities, UEM provides a holistic management framework that enables organizations to manage any endpoint across a single platform for maximum visibility and security.

Workspace ONE UEM

VMware Workspace ONE® Unified Endpoint Management is an intelligence-driven digital workspace platform built to meet the unique management requirements of mission-critical devices used by frontline workers, at scale. With Workspace ONE, organizations can quickly and easily stage, manage and support any device—from rugged handheld mobile computers and self-service kiosks to wearables and BYO—alongside existing mobile and laptop deployments, from a single console.

- Boost Efficiency and Transform Workflows**
Simplify staging, management and support of mission-critical device deployments
- Improve Employee Experience**
Deliver a seamless digital experience to keep workers productive and engaged
- Minimize Device Downtime**
Assist workers with device tasks and issues before they impact your bottom line
- Support Any Use Case at Scale**
Support new technologies that improve worker productivity and experience, like BYO and IoT

Only platform consistently recognized as an industry leader by analysts

To learn more, download the Empower Frontline Workers with Workspace ONE ebook or visit vmware.com/solutions/empower-frontline-workers.

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