

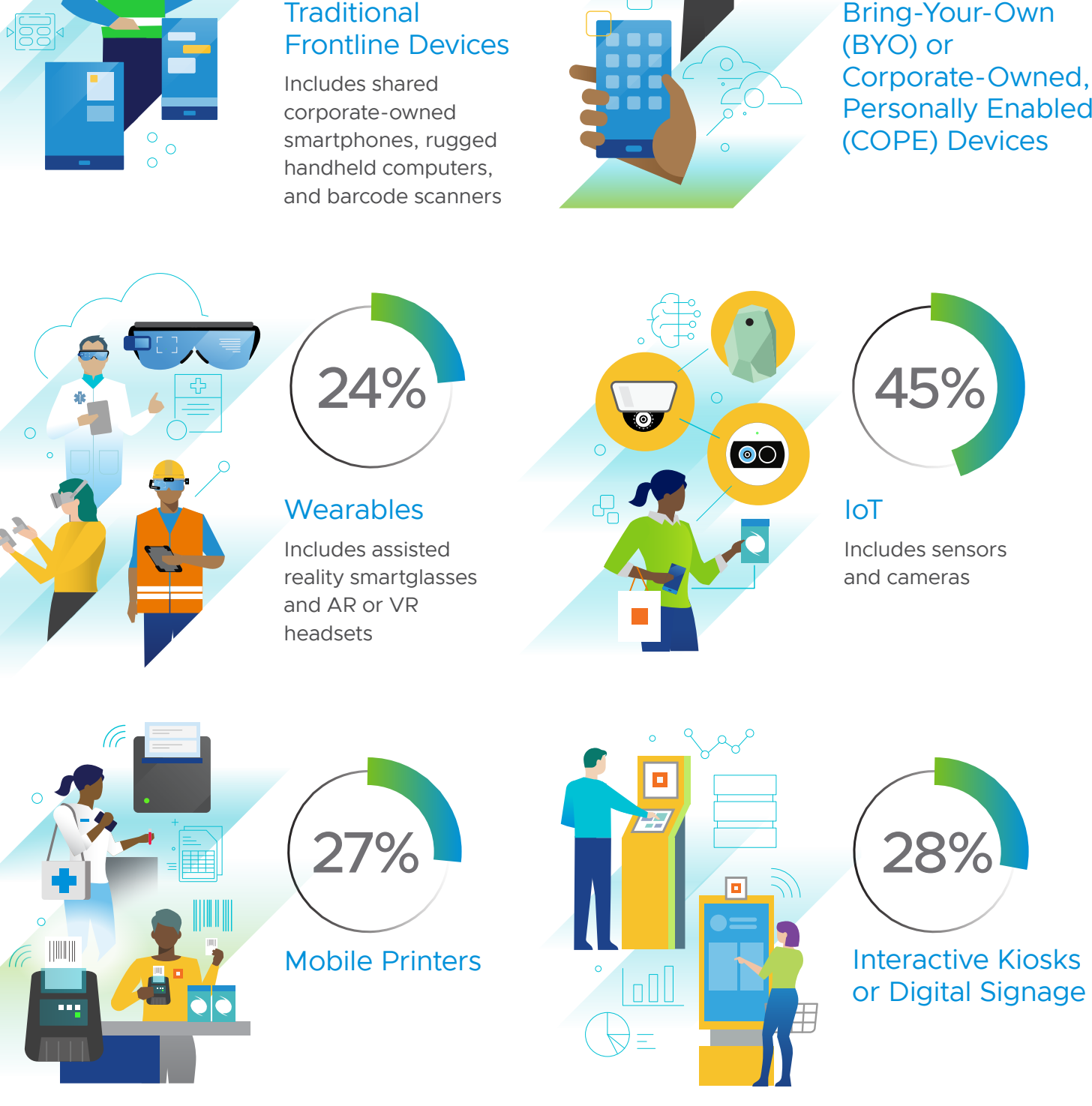
IT Insights from Today's Frontline Organizations

IT decision-makers reveal top frontline worker trends and challenges for 2022 and beyond in a global survey

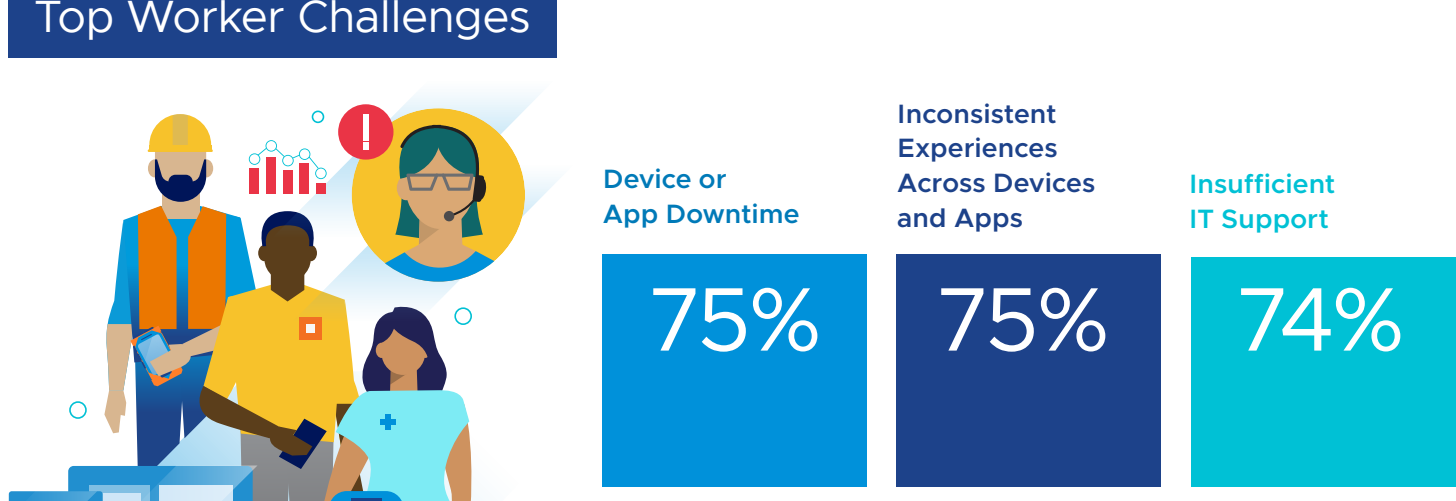
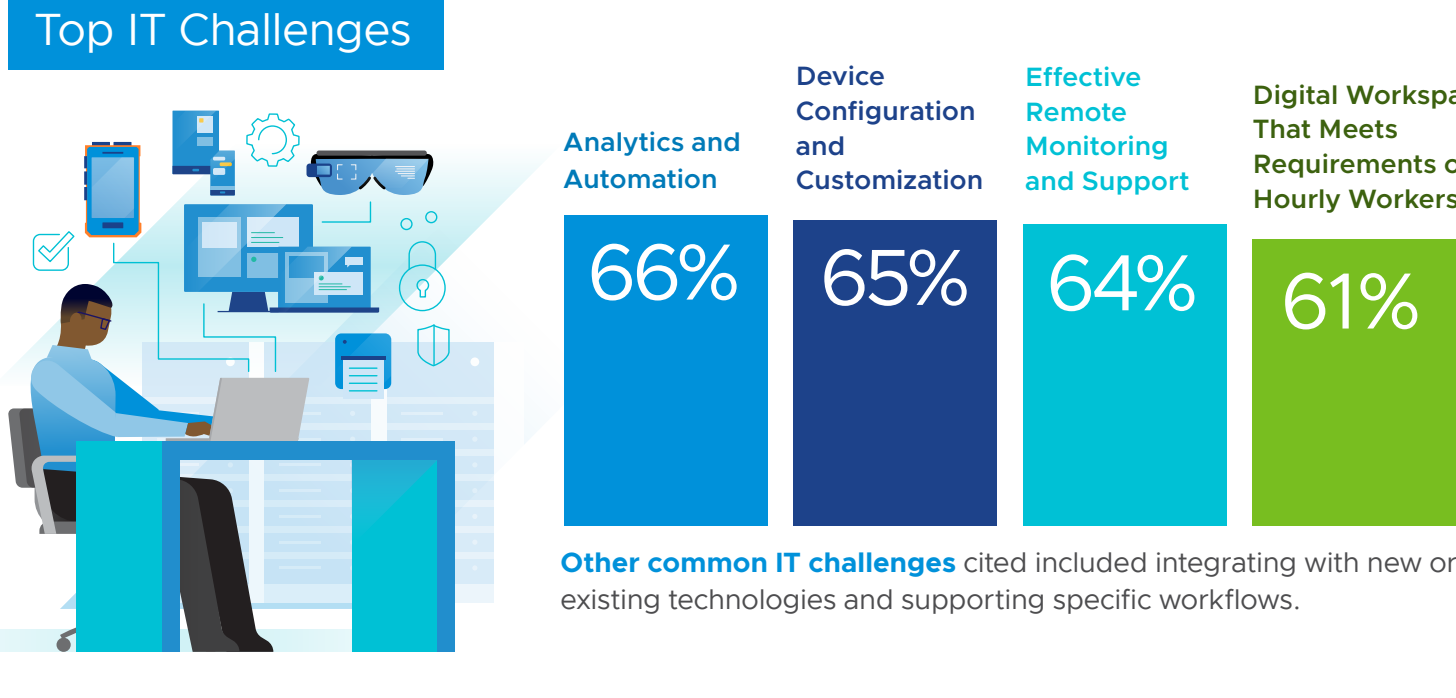
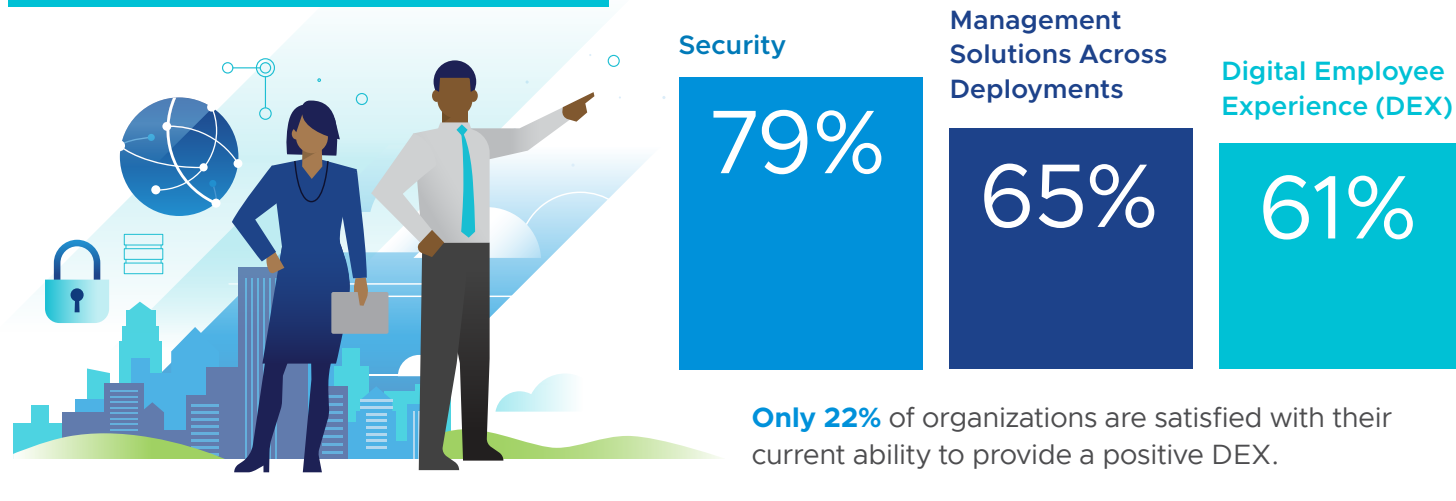


Frontline workers, who make up the majority of the global workforce, are shift-based task or service workers who must report to a jobsite or are out in the field.

What devices do they rely on to boost worker productivity and improve customer experiences?



What challenges do they face?



How are they responding to these challenges?

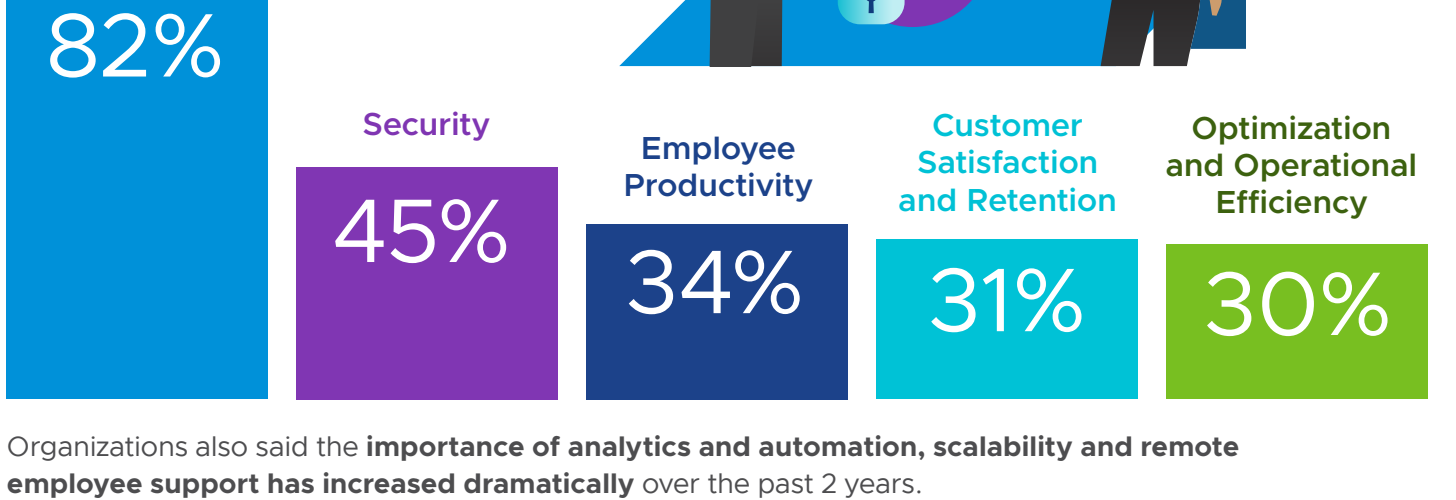


BYO and COPE enable organizations to quickly boost employee productivity, efficiency, and engagement; decrease training, hardware, and support costs; and foster a positive workplace culture that attracts and retains top talent.



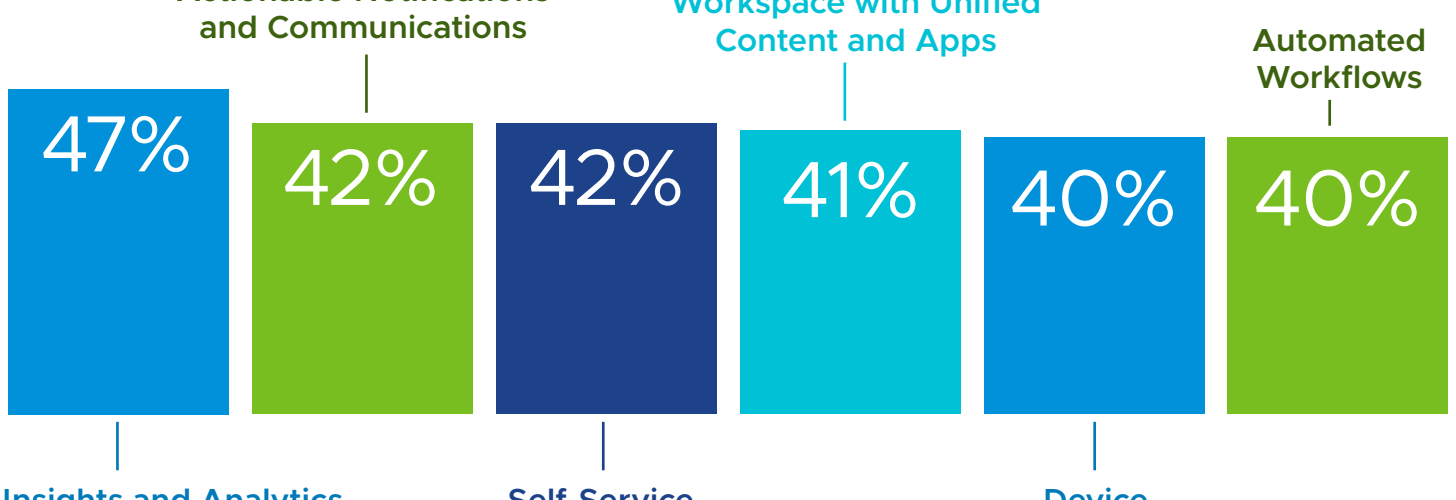
Today, 65% of organizations have a BYO policy and 49% support COPE devices — 97% of which claimed had significantly helped them attract and retain skilled workers.

60% Struggle to Support BYO and COPE
 COPE and BYO for frontline workers often requires additional management features, like shift-based access control, so IT can selectively restrict access to sensitive corporate content on devices when employees aren't on the clock.



Organizations also said the importance of analytics and automation, scalability and remote employee support has increased dramatically over the past 2 years.

Employee Experience
 An optimal Digital Employee Experience (DEX) across devices is critical for growth and innovation. A positive DEX enables organizations to attract and retain skilled workers. How? Invest in technologies that improve employee engagement, communication and collaboration.



Organizations are also focused on employee sentiment tracking and analysis, supporting BYO and/or COPE, enabling single sign-on (SSO), and improving employee training and scheduling as part of their DEX strategy.

78% Remote support is key to a positive DEX
 Seventy-eight percent say the importance of remote support has increased dramatically in the last 2 years.

Take control with unified endpoint management (UEM)



VMware Workspace ONE UEM

A UEM strategy enables businesses to consolidate existing management silos, cut costs, improve security, and scale to meet changing market demands. VMware Workspace ONE® is the only UEM solution on the market consistently recognized by industry analysts with enterprise-grade solutions built for frontline-worker use cases.

Discover how you can empower your frontline workers with Workspace ONE.

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