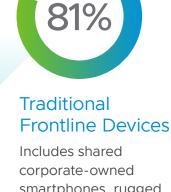
IT Insights from Today's Frontline Organizations IT decision-makers reveal top

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?





corporate-owned smartphones, rugged handheld computers, and barcode scanners



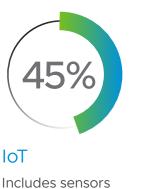






headsets













Management **Security Solutions Across Deployments** 79%



Top Business Challenges

Device Configuration **Analytics and Automation**

Only 22% of organizations are satisfied with their current ability to provide a positive DEX. **Effective** Remote

65%

Multiple

Digital Workspace That Meets

Digital Employee

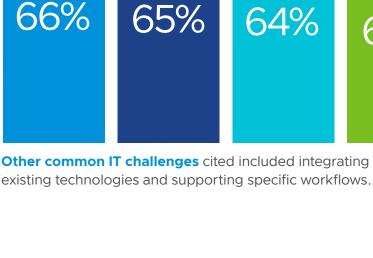
Experience (DEX)

61%

Requirements of Customization and Support **Hourly Workers** 65% 64% 61%

Monitoring





Device or

Inconsistent Experiences Across Devices App Downtime and Apps

mmon IT challenges cited included integrating with new or

Insufficient

IT Support

75% 75% 74%





Other common worker challenges cited included lack of communication and collaboration, connectivity issues, insufficient training, and inefficient shift scheduling processes.

IoT

Wearables

access control, so IT can selectively restrict access to sensitive corporate content on devices when

Customer

Satisfaction

and Retention

31%

Optimization

and Operational

Efficiency

30%

employees aren't on the clock.

expanding their existing device deployments over the next 2 years.

Interactive Kiosks

or Digital Signage

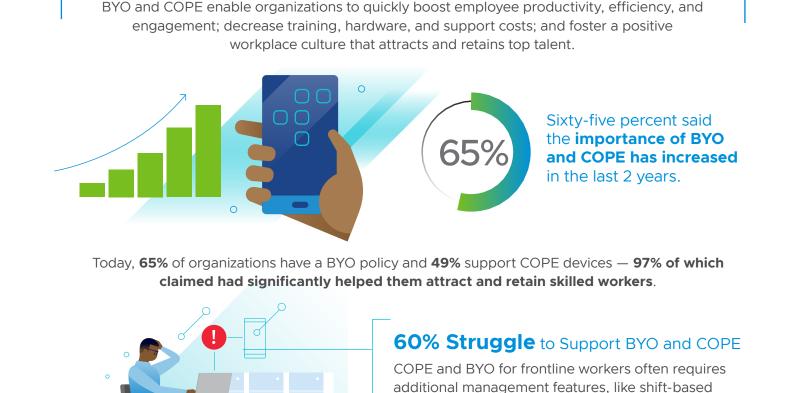
Mobile

Printers

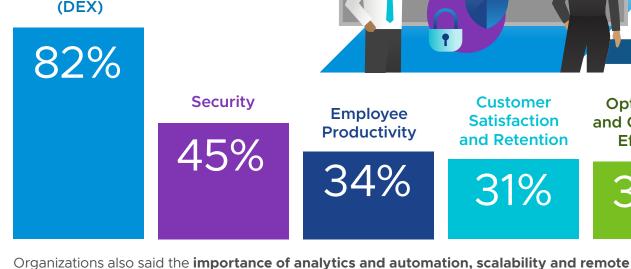
BYO or

COPE

Digital technologies remain key to boosting productivity, with 38 percent of organizations planning on



Top Business Priorities



Employee Experience

Seventy-six percent

say the importance

in the last 2 years.

47%

of DEX has increased

Top Business Priorities

Customized and

Actionable Notifications

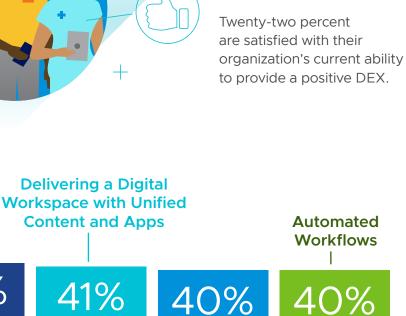
and Communications

42%

employee support has increased dramatically over the past 2 years.

Digital Employee Experience





Device

Configuration and



Insights and Analytics to Proactively Monitor



42%

Self-Service

and Remote

Eighty-two percent of organizations say

Remote support is key to a positive DEX Seventy-eight percent say the importance of remote employee support has increased dramatically in the last

2 years.

consolidating IT Service Management (ITSM) silos across deployments and having a single solution with integrated access control, management, security, analytics and automation, and remote support would greatly benefit their

organization.

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.

computing (EUC) products and services within retail, healthcare and the supply chain sector

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This survey was conducted by Foundry and commissioned by VMware in March 2022. For the study, Foundry surveyed a total of 610 respondents from across the globe involved in the purchase process for end-user