

4 Case Studies Show How IT Can Improve Employee Experiences

Satisfied Employees Drive Greater
Productivity and Business Results



Trends Are Shifting, and Expectations Are Rising

Over the past 10 years, the way people use technology has undergone a massive change—and the relationship between IT and end users is changing right along with it. The modern workforce is no longer content with a traditional, top-down approach to applications and devices, and that's creating a whole new set of opportunities and challenges.

IT teams are facing a new reality:



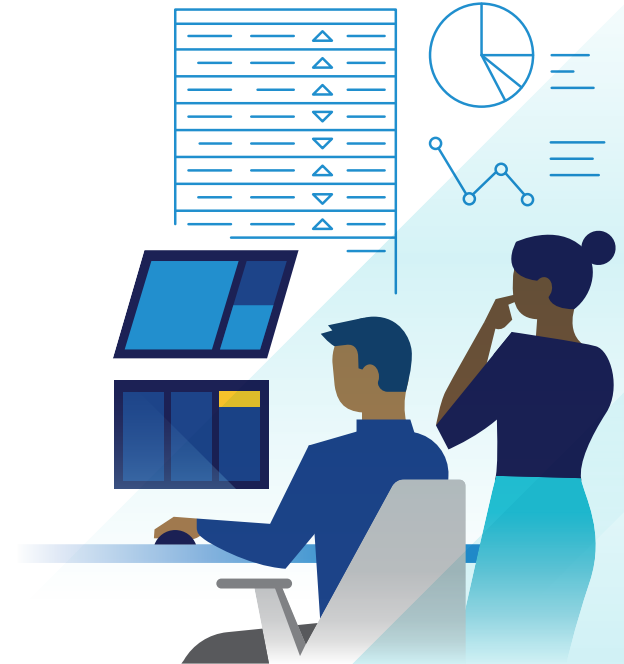
There's a growing talent shortage. Technology plays an important role in where people choose to work. IT can help support goals for attracting and retaining employees by providing friendly technology policies and a streamlined onboarding process.



Employees want flexibility and choice. People want digital experiences at work that are as intuitive and easy to use as the digital experiences they have in their personal lives. When IT puts up roadblocks, employees often turn to unsecured, third-party apps to get their jobs done, which opens up security risks.



The nature of applications has completely changed. Applications used to have a predictable path between employee devices and the company data center—but not anymore. Software-as-a-Service (SaaS) and new applications made of microservices have changed everything. IT teams need the ability to monitor and manage apps everywhere they go, across clouds and devices, while ensuring consistent performance and excellent security.



Your Business Benefits When You Put Employees First

In the age of digital transformation, putting people first is more important than ever. IT teams need to create a strategy for the digital workspace that keeps employee satisfaction high, while also meeting the needs of the business. An intelligent, software-defined architecture is essential for making that happen.

A modern digital workspace strategy should allow you to:



Support business goals. Help your company attract and retain valuable talent by giving employees what they need to do their best work. A digital workspace allows for faster onboarding and self-service capabilities that enhance satisfaction and trust.



Provide a culture of choice. With a flexible, secure digital infrastructure, you can give employees the ability to use the apps, devices, and work styles they want—without compromising on security or overloading your teams with manual tasks.



Handle modern apps with ease. A software-defined architecture simplifies IT management for all types of applications, whether they live on premises or in the cloud. It does that by eliminating silos to close security gaps and resolve processes that were previously time-consuming and complex.

Businesses around the world are using digital workspace solutions from VMware to achieve these objectives and more.



Companies Driving Innovative Employee Experiences

With a digital workspace strategy, you can put employees first and embrace the new apps, devices, and workstyles they want, while making management simpler and more efficient.

VMware digital workspace solutions deliver a consumer-simple experience with enterprise-class security. In the pages that follow, we'll look at the stories of four companies using VMware to solve their business needs as they strive to create better employee experiences.



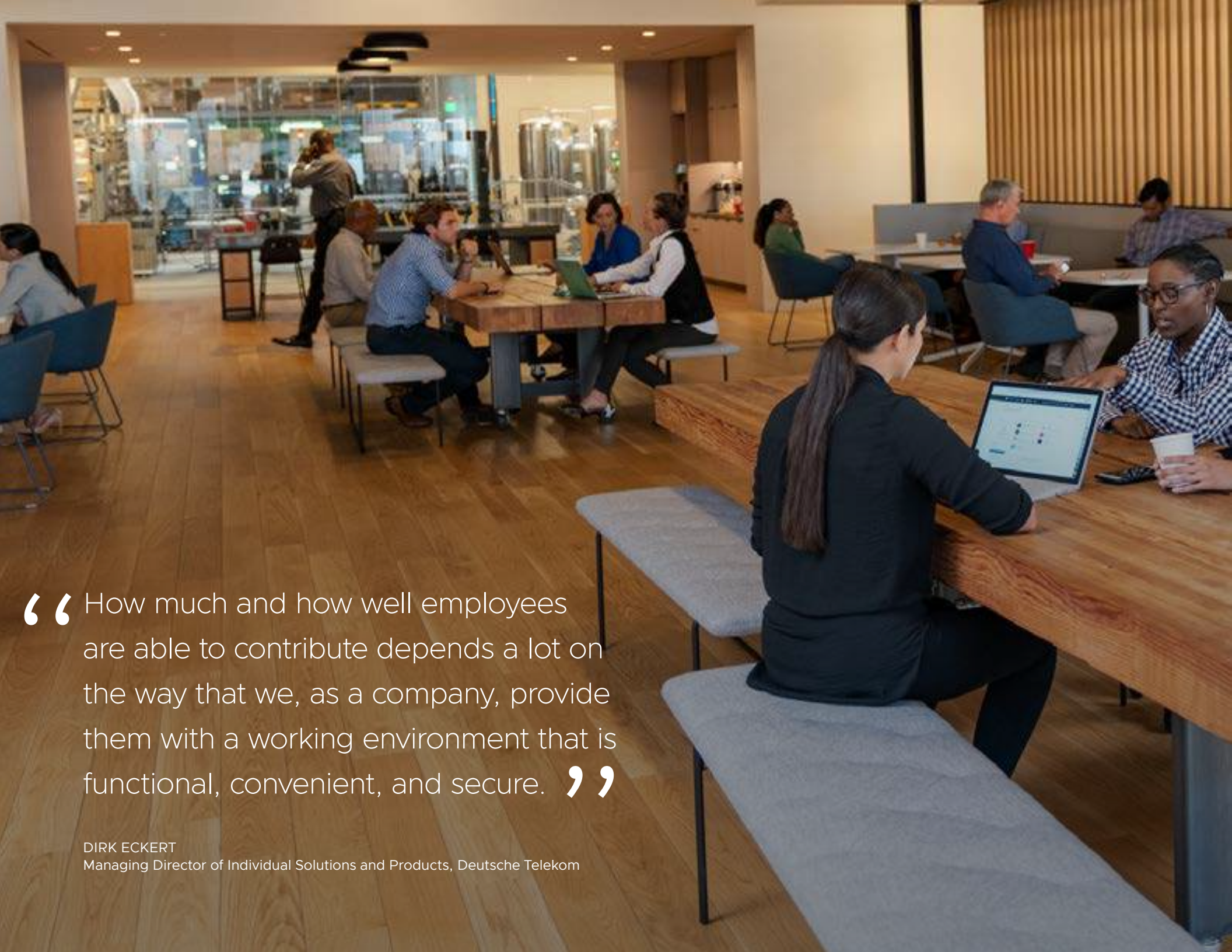


Putting Employees First

As the largest telecommunications provider in Europe, Germany-based Deutsche Telekom is raising the bar for better employee experiences, and it’s already paying off. Delivering the best products to its vast customer network requires a collaborative, regionally dispersed, and enthusiastic team. Deutsche Telekom used VMware to bring employees together, create new opportunities, and make its workplace more desirable to top talent.



Challenges	Successes
The company wanted to give employees freedom to work outside the office, on any device, but lagging apps actually decreased productivity for employees on the move.	A virtual desktop gives employees freedom to access enterprise apps from any device, without delays.
Employees who were stuck in old environments and unable to spend time updating caused complexity across the IT organization.	System updates are now significantly faster. Employees simply have to reboot for new software.
Since the company relies heavily on limited-time contractors, they needed a solution that would enable faster onboarding while keeping data secure on new or unfamiliar devices.	Onboarding takes mere minutes, and since data isn’t stored on endpoints, contractors no longer pose security risks.



“ How much and how well employees are able to contribute depends a lot on the way that we, as a company, provide them with a working environment that is functional, convenient, and secure. ”

DIRK ECKERT
Managing Director of Individual Solutions and Products, Deutsche Telekom



Protecting Patients with a Highly Secure Mobility Solution

Cerner is a leading provider of healthcare technology, operating in 30 countries worldwide, with 11,000 sites and 450 clients. To support its clinicians, it needed a platform that allowed it to improve efficiency, enhance mobility and ease of access, and increase adoption of EMR technologies—all without compromising security. Using a combination of VMware solutions, including VMware Workspace ONE™ and VMware NSX Data Center®, Cerner hospitals now provide clinicians with fast, secure access to the critical applications they need to work more effectively and improve patient outcomes.

Challenges

Every site, client, and country has different requirements, which all needed to be met to stay in compliance.

Application deployment was slow, delaying critical healthcare services.

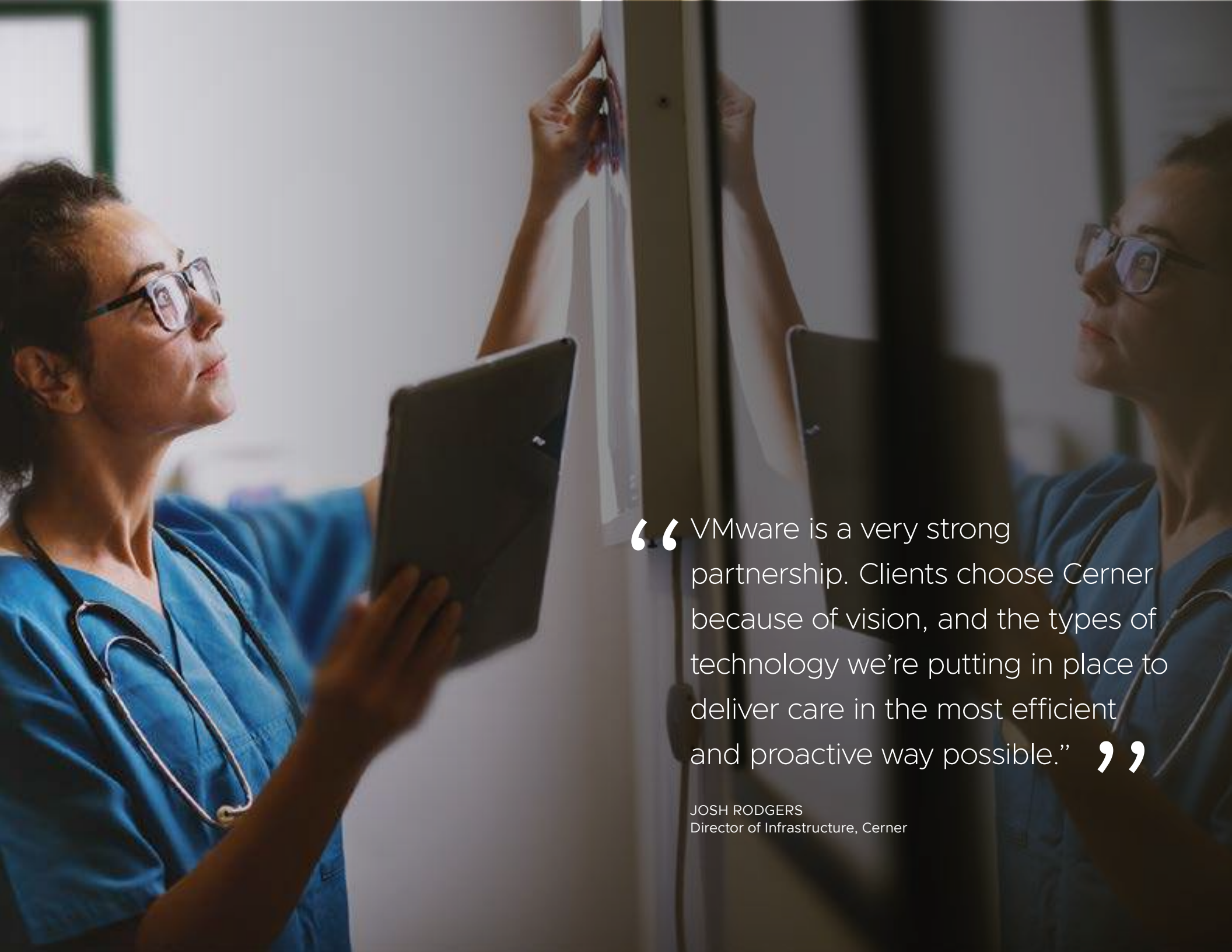
Potential security gaps in patient information caused concerns and risks.

Successes

A unified platform and policy-driven automation allows IT the deep visibility and control it needs to stay in compliance everywhere.

Applications can be remotely deployed within hours or days, instead of weeks, saving money and meeting business and patient demand.

VMware NSX Data Center enables micro-segmentation, protecting individual workloads no matter where they are in the network.



“VMware is a very strong partnership. Clients choose Cerner because of vision, and the types of technology we’re putting in place to deliver care in the most efficient and proactive way possible.” ”

JOSH RODGERS
Director of Infrastructure, Cerner



Enhancing Patient Care Through Mobile Applications

A nonprofit Catholic healthcare system in the Midwest, Mercy Technology Services has more than 700 physician practices and outpatient facilities; 40,000 coworkers; and 2,000 Mercy Clinic Physicians. To revolutionize the way it helps its patients, it needed to empower staff everywhere, at any time. With VMware Workspace ONE, Mercy has made healthcare teams more responsive, informed, and available to address issues quickly and easily.

Challenges

The user experience across company- and employee-owned devices was inconsistent.

Existing infrastructure wasn't able to handle growing demand for mobile access to apps and data.


Care teams wanted to foster greater transparency and better communication with patients.

Successes

Employees can securely access the same applications on any device, anytime.

Mobile infrastructure is now strong enough to withstand peak demand, while remaining highly secure.

Patients are issued a tablet with an app that gives them and their families anytime access to care information and communication capabilities.

A woman with long dark hair, wearing a blue patterned hospital gown, is sitting up in a hospital bed. She is looking down at a tablet computer held in front of her. Her right hand is touching the screen. In the background, there are medical monitors and equipment on a stand. The scene is brightly lit, typical of a hospital room.

“ After implementing VMware
Workspace ONE to support the
MyMercy Bedside app, 80% of Mercy
patients agreed that the app helped
them understand how to use
medications better. ”

IDC HEALTH INSIGHTS, MERCY HEALTH SYSTEMS
Innovative Mobile Applications to Enhance Patient Care, 2017



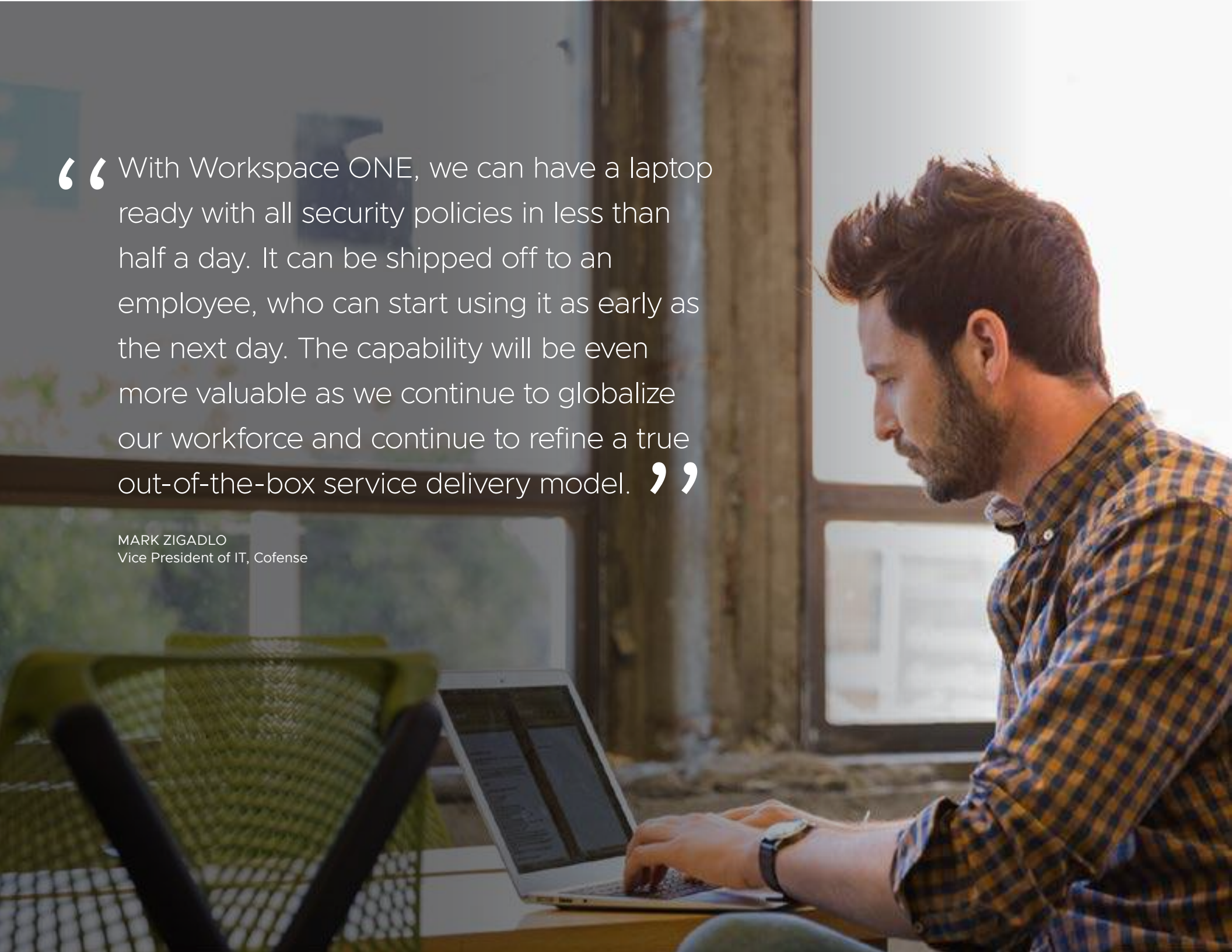
Protecting Against Data Breaches with Unified Management

Cofense, a global leader in security, is enabling the world to stop phishing attacks in their tracks. For the most part, its 550 employees, consultants, and contractors work remotely—so it’s critically important that it have a reliable, secure, and unified platform to keep everything together. VMware Workspace ONE was the solution it needed to improve endpoint management and provide high-quality user experiences every time.

Challenges	Successes
Windows 10 and macOS devices needed to be managed with a single platform.	A unified system manages all devices, reducing complexity and cost.
Processes for deploying new systems and services were inconsistent and required high levels of IT involvement.	Cloud-based services and systems can now be delivered quickly and consistently, with minimal IT effort.
Maintenance and troubleshooting issues caused delays and prevented employees from getting work done.	Issues can now be resolved remotely, minimizing downtime and reclaiming weeks of lost productivity.

“ With Workspace ONE, we can have a laptop ready with all security policies in less than half a day. It can be shipped off to an employee, who can start using it as early as the next day. The capability will be even more valuable as we continue to globalize our workforce and continue to refine a true out-of-the-box service delivery model. ”

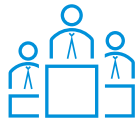
MARK ZIGADLO
Vice President of IT, Cofense



Begin Your Journey with a Trusted Partner

In 2018, Gartner named VMware a Leader in the Gartner Magic Quadrant for Unified Endpoint Management Tools¹. VMware digital workspace solutions enable IT to securely and reliably deliver the apps and data employees need to work across any device, from personal devices like smartphones and laptops, to business devices such as point-of-sale tablets, warehouse scanners, or desktop PCs.

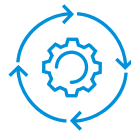
With VMware, you can:



Attract top
talent



Create a culture
of choice



Streamline IT
management

There's no better time than now to get started.

Move forward with VMware

LEARN HOW TO EVOLVE YOUR DIGITAL WORKSPACE STRATEGY

Join us online:



1. Gartner, Inc., Magic Quadrant for Unified Endpoint Management Tools, Chris Silva, et al., July 23, 2018

