IT INSIGHTS FROM **TODAY'S FRONTLINE ORGANIZATIONS** IT decision-makers reveal top

frontline worker trends and challenges in a global survey.



task or service workers who must report to a jobsite or are out in the field.

Frontline workers, who make up the majority of the global workforce, are shift-based

WHAT DEVICES DO THEY RELY ON TO BOOST WORKER PRODUCTIVITY AND IMPROVE CUSTOMER EXPERIENCES?



handheld computers, and barcode scanners **WEARABLES** 24% Includes assisted reality smartglasses and AR or

VR headsets **MOBILE 27**%

TRADITIONAL

PRINTERS

50%

(BYO) OR CORPORATE-OWNED. **PERSONALLY ENABLED** (COPE) DEVICES

BRING-YOUR-OWN

45%

28%

IOT and cameras

Includes sensors

INTERACTIVE KIOSKS OR DIGITAL SIGNAGE

Multiple Solutions

Across Deployments



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WHAT CHALLENGES DO THEY FACE?

CHALLENGES

TOP IT

CHALLENGES

TOP BUSINESS



Analytics and

Automation

and

Customization

Security

65% 61% Only 22% of organizations are satisfied with their current Effective Device Digital Workspace Configuration Remote **That Meets**

Monitoring

and Support

Digital Employee

Experience (DEX)

61% **65**% 66% 64%

Other common IT challenges cited included integrating with new or existing technologies and supporting specific workflows.

TOP WORKER

CHALLENGES



Insufficient **Experiences Across** Devices and Apps IT Support

Inconsistent

74%

Requirements of

Hourly Workers



75% Other common worker challenges cited included lack of communication and collaboration, connectivity issues, insufficient training, and inefficient shift scheduling processes.

HOW ARE THEY

DIGITAL

53% 39%

INTERACTIVE KIOSKS

OR DIGITAL SIGNAGE

41%

IOT

MOBILE

PRINTERS

62%

WEARABLES

RESPONDING TO THESE CHALLENGES?

planning on expanding their existing device deployments over the next 2 years.

TRANSFORMATION

54%

Digital technologies remain key to boosting

productivity, with 38 percent of organizations



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

BYO and COPE enable organizations to quickly



60%

60% STRUGGLE TO SUPPORT BYO AND COPE COPE and BYO for frontline workers often

65% SAID THE IMPORTANCE OF BYO AND COPE

Today, 65% of organizations have a BYO policy and 49% support COPE devices – 97% of which claimed had significantly helped them attract

HAS INCREASED IN THE LAST 2 YEARS

and retain skilled workers.

require 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.

Security

45%

An optimal Digital Employee Experience (DEX)

across devices is critical for growth and

organizations to attract and retain skilled

workers. How? Invest in technologies that

TOP BUSINESS PRIORITIES

innovation. A positive DEX enables

improve employee engagement,

TOP BUSINESS

PRIORITIES

Digital Employee Experience (DEX)

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

82%

Employee Productivity 34%

31%

Customer

76%

Satisfaction

and Retention

Seventy-six percent say

has increased in the past

Twenty-two percent are

organization's current

satisfied with their

ability to provide a

positive DEX.

the importance of DEX

2 years.

Optimization

Efficiency

and Operational

30%

EMPLOYEE EXPERIENCE

communication, and collaboration.

Insights and Analytics to Proactively Monitor and Remediate

Self-Service and

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

Customized and Actionable

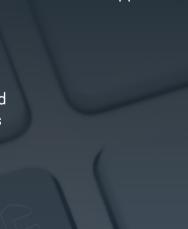
Notifications and Communications

Delivering a Digital Workspace

78%

42%

40%



82%

dramatically in the last 2 years.

analytics, automation, and remote support would greatly benefit their organization.

IT Service Management (ITSM) silos across

deployments and having a single solution with integrated access control, management, security,

TAKE CONTROL WITH UNIFIED ENDPOINT MANAGEMENT (UEM)

Eighty-two percent of organizations say consolidating

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.

meet changing market demands.

WORKSPACE ONE UEM

A UEM strategy enables businesses to consolidate existing management silos, cut costs, improve security, and scale to

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

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realize your full potential.



and guidance, you can speed up your business growth and

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41% with Unified Content and Apps Remote Support 40% **Device Configuration Automated** and Customizations Workflows REMOTE SUPPORT IS KEY TO A POSITIVE DEX Seventy-eight percent say the importance of remote employee support has increased