

IT INSIGHTS FROM TODAY'S FRONTLINE ORGANIZATIONS

IT decision-makers reveal top frontline worker trends and challenges in a global survey.



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

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



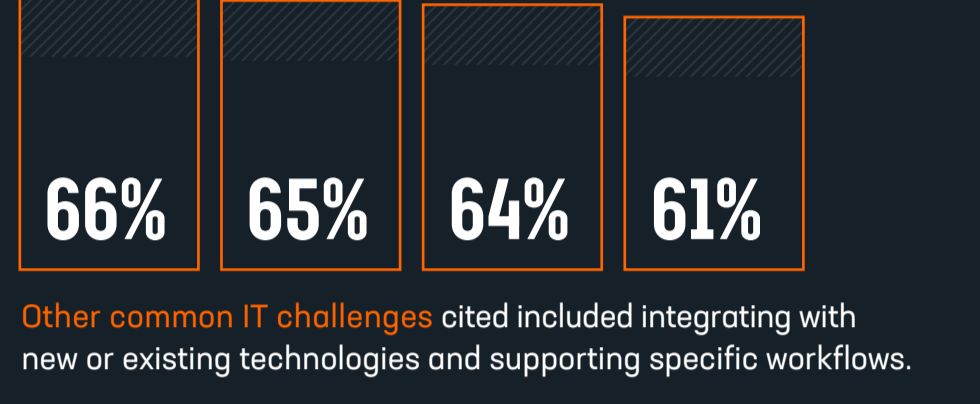
WHAT CHALLENGES DO THEY FACE?



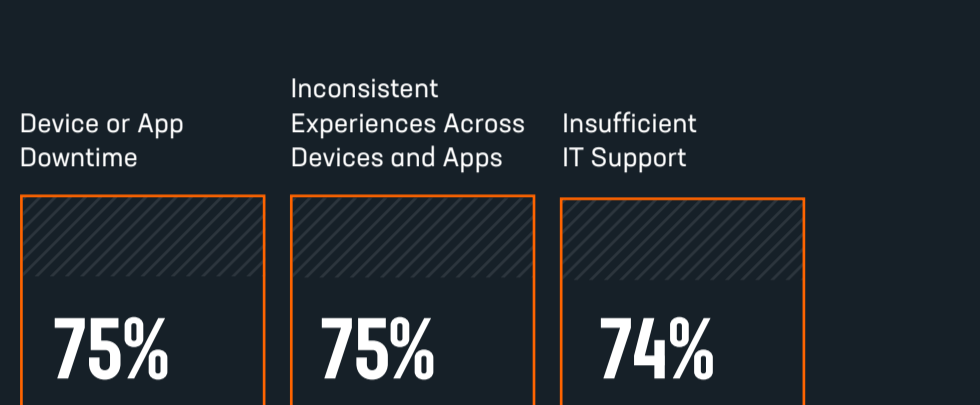
TOP BUSINESS CHALLENGES



TOP IT CHALLENGES



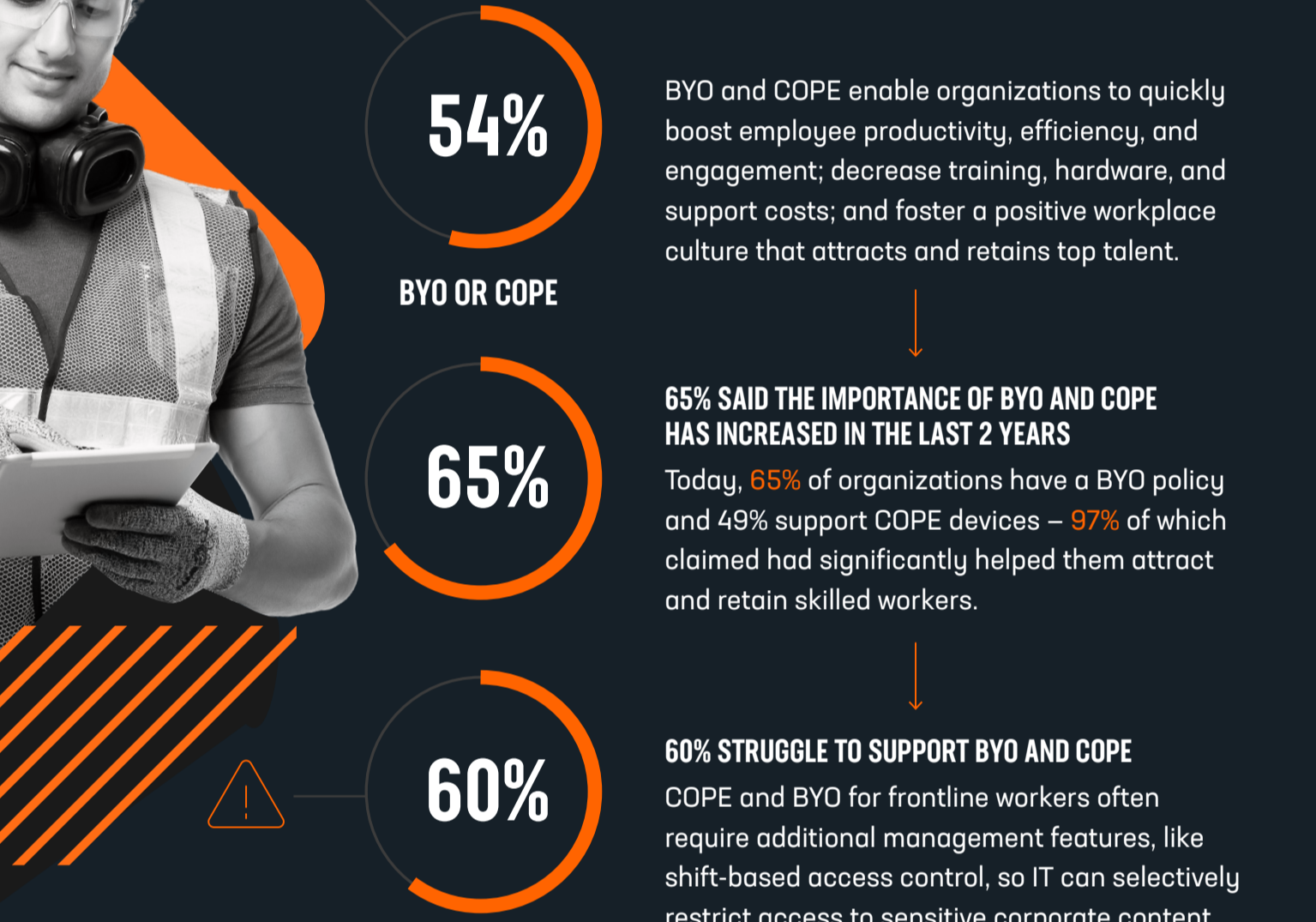
TOP WORKER CHALLENGES



HOW ARE THEY RESPONDING TO THESE CHALLENGES?

DIGITAL TRANSFORMATION

Digital technologies remain key to boosting productivity, with 38 percent of organizations planning on expanding their existing device deployments over the next 2 years.

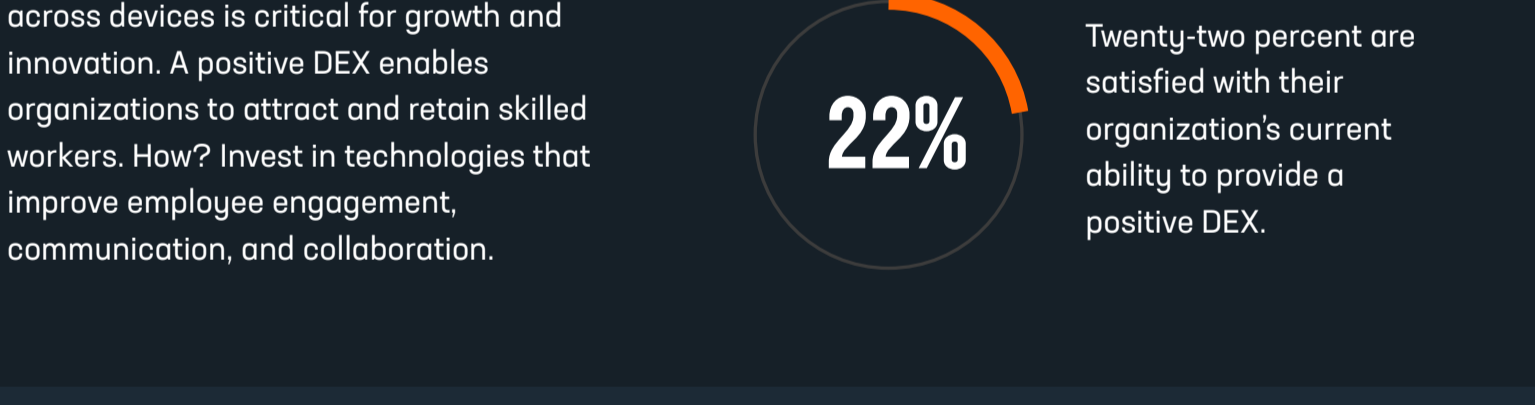


TOP BUSINESS PRIORITIES



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

EMPLOYEE EXPERIENCE



TOP BUSINESS PRIORITIES

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.



TAKE CONTROL WITH UNIFIED ENDPOINT MANAGEMENT (UEM)

82% Eighty-two percent of organizations say consolidating IT Service Management (ITSM) silos across deployments and having a single solution with integrated access control, management, security, analytics, 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 VMWARE WORKSPACE ONE®

[READ EBOOK >](#)

POWER YOUR WORKLOADS, CLOUDS, AND DEVICES WITH THE SHI-VMWARE PARTNERSHIP

SHI and VMware have teamed up to offer you state-of-the-art technologies with expert strategy, deployment, integration, implementation, and management. With our technical expertise and guidance, you can speed up your business growth and realize your full potential.