omnissa™

Maximize workplace productivity

Transform IT challenges into growth opportunities
with Digital Employee Experience

Table of contents

omnissa™

Keep your workforce productive and engaged

To maintain employee productivity and engagement in today's hybrid and fully remote work environments, organizations must empower both end users and IT staff to effectively and independently manage a growing number of devices, applications, and operating systems. Finding and implementing the right Digital Employee Experience (DEX) solution is key.

With Omnissa's DEX solution—featuring industry-leading products from the Omnissa Workspace ONE® family—you can equip your teams with cutting-edge tools to deliver impactful technology, measure experiences holistically across all endpoints, analyze actionable telemetry to identify strengths and resolve weaknesses, and address issues proactively with ease.

Your organization's DEX strategy should begin with a thorough evaluation of your current digital experience, emphasizing personalization, intuitive design, seamless system integration, and data-driven insights. Creating a clear roadmap will help you implement and scale your solution smoothly and effectively, leading to increased engagement, amplified productivity, and sustained organizational success.

Omnissa Workspace ONE® Experience Management
Gain insights into the stability and performance of apps and operating systems. Leverage machine learning to proactively identify issues and provide recommendations for possible causes.

Omnissa Workspace ONE® Intelligent Hub
Enable end users to quickly search for, request, and launch apps with single sign-on, view a personalized feed of corporate communications, and access intranet sites.

Omnissa Workspace ONE® Assist
Enable your help desk staff and IT to quickly troubleshoot and fix managed devices with remote view and control capabilities.

omnissa™

# The modern IT landscape creates new and complex challenges

The complexities of the hybrid world don't just compound the challenges placed on the service desk, they can also adversely affect productivity and employee sentiment. Employee sentiment, in turn, can hinder retention and recruitment. Let's take a look at some of the most common IT challenges that can impede issue resolution and diminish the employee experience.

Increasingly complex environments

As organizations shift to hybrid and remote models, service teams must support more types of endpoints that require specialized knowledge. Difficulty adjusting to those endpoints can create friction that causes frustration for both end users and admins.

Heightened expectations

As digital engagement in day-to-day life increases, users expect quick resolution times and excellent customer service, putting pressure on service desk admins to deliver high-quality support. Unfortunately, support teams are often held back by the tools they have to work with. When support falls below employees' expectations, the resulting dissatisfaction can diminish productivity. Giving teams the ability to solve these new challenges can alleviate these negative effects.
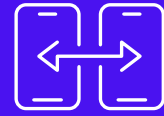
74%

of managers feel employees are frustrated by tech disruptions and lack of experience consistency as they move locations and devices.[1]

60%

of users feel IT uses siloed tools to manage different device experiences, creating discord.[1]

Employees name connectivity issues (64%), device performance (40%), and access to shared resources (35%) as the top challenges when using a company-provided device to access their business systems.[1]

1. DEX Research. "Enterprise Management Association." 2024.

omnissa™

Challenges of supporting remote work

In the past, support staff could solve issues in-person, with the desktop and end-user within sight, sound, and reach. Today, service desk admins must support employees working from various locations and troubleshoot issues remotely. Unfortunately, many existing tools can't effectively facilitate remote support, resulting in longer ticket resolution times.

Integration of new endpoints

Traditional service models just weren't built for the modern working environment, and for most organizations, supplementing their existing solutions with new technologies hasn't effectively solved the problem. This is because integrating different tools and systems within an organization is usually complex and requires service desk admins to have a good understanding of various technologies. Consolidating solutions can help streamline the support process, give admins a more holistic view of endpoints, and reduce the need for context-switching during ticket resolution.

The breadth of these challenges can seem daunting to tackle, but Omnissa offers the tools you need to succeed in the modern working environment. We'll help you empower your service desk to better support your end users and drive business outcomes.

omnissa™

A streamlined service desk leads to better DEX

By delivering a holistic DEX solution, Omnissa can solve challenges across your organization, alleviating the burden placed on your IT staff and improving the experience of your end users. Our unified solution provides access, self-service capabilities, automation, and personalized support, empowering service desk teams to deliver exceptional IT support experiences.

Unified access

Workspace ONE provides a single portal for employees to access all the resources they need, including applications, files, and support services. This unified access simplifies the user experience and reduces the time spent navigating different systems, leading to increased productivity for both employees and service desk agents.

Self-service capabilities

With Workspace ONE Intelligent Hub, employees can troubleshoot common IT issues and request support through self-service portals, reducing the volume of routine inquiries handled by the service desk and freeing agents to focus on more complex and critical tasks. Self-service options also empower employees to resolve issues quickly, improving their overall satisfaction with IT support.

Automation and AI

Workspace ONE Experience Management leverages automation and AI to streamline IT processes and resolve issues faster. For example, Omnissa Freestyle Orchestrator allows admins to create automation workflows for remediation based on a number of triggers and actions, including third-party connectors, that can be extended to both the employee as well the service desk.

omnissa™

Personalized support

Workspace ONE® ITSM Connector for ServiceNow enables service desk agents to access an individual employee's device information, application usage, and support history. Equipped with this data, agents can provide support tailored to each employee's needs, preferences, and work habits. This personalized approach enhances the quality of support and fosters stronger relationships between employees and IT. In addition, remote support powered by Workspace ONE Assist empowers agents to meet directly with employees to accelerate issue resolution and troubleshooting when needed.

Proactive monitoring and maintenance

Workspace ONE includes capabilities for proactive monitoring and management of IT infrastructure, devices, and applications. Service desk teams can detect and address issues before they impact employees, minimizing downtime and disruption to productivity. Additionally, predictive analytics can help identify trends and patterns to prevent future issues from occurring.

Continuous improvement

Workspace ONE Experience Management analyzes experience telemetry, helping service desk teams to identify areas for improvement in IT support processes, user experience, and overall system performance. This data-driven approach enables continuous refinement and optimization of IT services, leading to greater efficiency, reliability, and satisfaction for both employees and service desk agents.

omnissa™

Realize tangible business outcomes with DEX

Omnissa's **DEX solution** gives your service desk and end users the essential tools to improve the employee experience while achieving valuable cost savings. By analyzing data from applications, devices, and networks, your organization can address problems within your ecosystem and resolve them faster and, in some cases, before they even happen.

Enhance efficiencies

Accelerate issue remediation by enabling both the service desk and end users to resolve incidents depending on the complexity of the ticket. Employees can troubleshoot and resolve minor IT issues independently through the self-service portal. Admins can also leverage the ITSM Connector to launch remote support sessions and perform other remediation actions without leaving the help desk platform. The self-service portal, remote assist capabilities, and AI-driven automation reduce the mean time to resolve tickets, diminishing the volume designated to your service desk teams, and allowing them to focus on more complex issues or strategic initiatives.

Improve user satisfaction

By providing employees with intuitive, user-friendly tools and interfaces, **Workspace ONE Intelligent Hub** enhances overall satisfaction with their experience and increases productivity. You can track these outcomes within Workspace ONE, and identify weak points to continuously improve the experience.

Leverage data-driven insights

The analytics engine in **Workspace ONE Experience Management** provides a holistic view of employee experience, pulling data from device, app, and network endpoints. Service desk managers can use this data to identify trends, optimize workflows, and proactively address issues before they escalate.

Reduce costs

By automating repetitive tasks and empowering employees to self-serve, Workspace ONE can reduce the overall cost of IT support operations, enabling your organization to allocate resources more efficiently and potentially reduce the need for additional service desk staff.

omnissa™

Take the next step to re-imagined DEX

Omnissa's DEX solution modernizes the way your service desk and employees interact with their digital tools and reduces technology friction between teams. Improving the digital experience helps you bolster employee satisfaction, boost productivity, and slash overhead by making issue resolution easier. To learn more about how our DEX solution can help your organization, check out these resources:

- **Omnissa Digital Employee Experience homepage**

- **Digital Employee Experience - TechZone**

omnissa™