



GET STARTED

# How 8 Industries Speed Success: VMware Future Ready Workforce Solutions

Discover organizations that are  
rapidly returning to stability,  
growth, and innovation



# Challenges Abound

As the global pandemic continues, businesses face more uncertainty than ever. Revenue and economic questions are exacerbated by anywhere organizations' wariness about how prepared their technology solutions are to address not only today's reality, but what may come next.

Keeping customer commitments and employees productive remain top goals. Sustaining operations and ensuring the reliability and performance of existing applications are business-critical, too. Yet manual IT operations, poorly documented business continuity processes, legacy infrastructure, and workforce systems tied to physical workspaces create friction for distributed businesses. Aging infrastructure and modernizing operations also pose challenges.

At a time when speed, scale, and agility is required, existing ways of working are taxing people, processes, and IT systems. Concurrently, cyber threats are rising in number and severity. Safeguarding entire IT estates—infrastructure to apps to services—is likely to increase in complexity. This means anywhere organizations could become even more vulnerable as remote access models continue to flex.

The path ahead will be simpler for distributed organizations willing now to forge better and more resilient ways of doing business. For those teams embracing technology as a catalyst for responding, then adapting and accelerating growth and competitive edge. And for those industries driving innovation in their process workflows and digital experiences.

## DISTRIBUTED ORGANIZATIONS FACE NEW CHALLENGES

- Enabling remote employees with greater agility
- Protecting teams from increased attack surfaces
- Ensuring existing infrastructures can instantly scale and perform
- Driving employee efficiencies and productivity



# The Right Solutions Journey with Your Business

Some organizations navigated the abrupt pivot to digital-first commerce and remote work more successfully than others. Understanding their challenges and how VMware Future Ready™ Workforce Solutions help overcome obstacles at every phase can help your business, too.



## Phase 1: Respond

Sustain business operations in a time of crisis. Secure vital data, information, and systems. Rapidly enable remote workers and preserve customer engagement.



## Phase 2: Adapt

Increase automation and flexibility. Drive return to business growth. Optimize costs, eliminate complexity, redundancy and inefficiency while expanding workforce efficiency and capabilities.



## Phase 3: Accelerate

Focus on increasing velocity and new service delivery. Drive a digital-first model along with new, innovative work styles while hardening your business against future challenges.

In each phase and across them, VMware Future Ready Workforce Solutions empower teams to embrace a remote work strategy grounded by a secure and scalable digital foundation. The same solutions can best position your organization for success today and tomorrow. Confidently respond to current challenges. Adapt to a new reality. Build a roadmap for the future. And execute a strategy that returns your business to growth, differentiation, and innovation.

Keep reading to understand why distributed workforces worldwide rely on VMware Future Ready Workforce Solutions.



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**Do you have a business model that can adapt to the current environment and future challenges?**

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# Key Attributes of VMware Future Ready Workforce Solutions

VMware is actively engaged with thousands of customers globally, addressing unique change challenges and helping drive recovery, growth and innovation outcomes. In this together effort, we've identified key solution attributes leading to more resilient and flexible organizations.



**Scale Access  
to Apps & Data**



**Deliver, Manage  
& Secure Endpoints**



**Optimize the  
Network Edge**

## Scale Access to Apps & Data

The ability to scale access to data and apps fast keeps organizations operational. This capability is not only a critical response tool in times of crisis but is also a necessary part of every successful distributed workforce strategy. The right digital infrastructure will scale to support and enable workers anywhere, providing access to the apps and data needed to perform critical tasks from everywhere.

**“We went from having about 25 percent of employees working remotely to jumping overnight to well over 90 percent. Having a digital workspace platform, VMware Workspace ONE, and robust VDI environment, VMware Horizon, already in place meant that, fortunately, we didn’t have to burn the midnight oil to support a nearly fully-remote workforce,”**

**JOEY TOMS**  
MANAGER OF IT END-USER SERVICES  
WORLD WIDE TECHNOLOGY, INC.

## LEARN MORE

For more information, please refer to this [article](#).



VMware Future Ready Workforce Solutions provide safe, reliable, scalable access through best-in-class digital workspace technologies, such as virtual desktop infrastructure (VDI). With VMware Horizon® and Horizon Cloud, IT teams can quickly and efficiently deliver secure virtual desktops and apps through a centralized management platform—one control plane for complete visibility. It boosts employee experience by giving remote workers secure access to all the resources they need from any device, anywhere. And flexible cloud management delivers enterprise-grade scalability, performance, and resiliency.

Discover why these organizations that had distributed workforces and traditional models of end-user computing now use VMware solutions to scale access to critical applications and services while ensuring app performance and security.

- [Tyler Independent School District \(ISD\)](#)
- [Città metropolitana di Roma Capitale](#)
- [Nol-Tec Systems](#)
- [University of Technology Sydney \(UTS\)](#)

#### EMPOWERING EMPLOYEES WITH HYBRID/MULTI-CLOUD VDI AND APPS

- Horizon 7 with VMware Cloud Foundation, powered by Dell EMC VxRail
- Horizon 7 on VMware Cloud on AWS
- Horizon Cloud on Microsoft Azure
- Horizon Cloud on IBM Cloud



## Deliver, Manage and Secure Endpoints

Modernizing endpoint management and security is a requirement for organizations looking to adapt and accelerate remote workforce and business strategies. Because employees in a distributed work culture should get to choose—without IT controlling—the devices they use, today's anywhere organization will need to deliver and manage endpoints with security built in. Intrinsic security not only protects all remote endpoints accessing assets, but also delivers secure digital workspaces that empower workers to be engaged and productive from the day they interview to the day they retire.

VMware Future Ready Workforce Solutions include all of the capabilities in VMware Workspace ONE®. It's an industry-leading combination of modern management—consolidating silos across mobile devices, desktops (e.g., Windows 10 and MacOS), rugged devices and “things”—and workspace security so IT teams can proactively secure user identities, apps and endpoints. Threat detection and response capabilities in Workspace ONE deliver a true zero-trust approach to endpoint security while supporting exceptional user experience. A combination of features from VMware and Carbon Black provide compliance and threat data to drive intelligence-based actions either through an automation engine or by working with real-time querying products to effectively remediate any threat present. And Carbon Black Cloud delivers the entire protection cycle of harden, prevent, detect, and respond for endpoints and workloads spread across the globe.

VMware Future-Ready Workforce Solutions significantly cut endpoint complexity and ease manageability for improved organizational agility and security. Learn why these organizations rely on VMware solutions to modernize their IT approaches to endpoint management and security, boosting employee and clinician satisfaction:

- [SoCura GmbH](#)
- [St. John's Health](#)



## Optimize the Network Edge

As anywhere organizations boundaries now go to employees' homes, optimizing the network edge has become a necessity for responding, adapting, and accelerating distributed workforce strategies. What that entails is a modern, flexible network and access strategy—with adaptable network designs focused on users, identity, and consistent access—that extends everywhere.

Because networking focused on traditional perimeters will be vulnerable in the age of distributed workforces, Future Ready Workforce Solutions feature a zero-trust security approach that combines intelligence around devices, users, and networks to support easier access for lower risk attempts and increased security measures for riskier ones. Organizations can operate safer than simple username-password combinations—without compromising user experience.

VMware Future Ready Workforce Solutions are also built to meet the rising expectations of distributed staff for not only connectivity but reliable access to all apps—traditional and cloud—from everywhere. That means the VMware SD-WAN by VeloCloud services platform for both branch and at-home employees not only enables IT staff to provide flexible, high-quality environments with uncompromised connectivity and uninterrupted service, but also to deliver internet SLAs for everyone. And it's secure with built-in firewall capabilities ensuring SaaS productivity and work app traffic is optimally routed for best performance.

Discover why organizations trust VMware Future Ready Workforce Solutions with perimeter-less networking strategies to ensure all users are equally vetted before being granted access:

- [Enterprise Strategy Group](#) reports a client seeing “far fewer unknown devices on the wireless network since employing Workspace ONE.”
- [Preferred Mutual Insurance Company](#)
- [Devcon](#)



# Empowering Faculty and Students with Access to Learning Resources



## Challenges

The district needed to provide students and staff with the flexibility to log in to district content remotely from anywhere while operating with limited IT budget and resources.

## Solution

More than 98% of students and staff members use VMware Horizon VDI software. They can run anything from a simple web browser, all the way to a game design with Autodesk applications. Using Horizon is enabling the district to replace equipment and save money.

## Benefits

- Always-available access to district content and apps
- \$4 million over a 10-year period

## About Tyler ISD

As the largest school district in Northeast Texas, Tyler ISD maintains a total of 36 campus and auxiliary facilities, has 2,300 employees, and serves an enrollment of over 18,000 students. The district has two high schools, an Early College High School, Career & Technology Center, five middle schools, 17 elementary schools, two alternative schools, and one special education campus.

Watch [video 1](#)

Watch [video 2](#)

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE HORIZON

“We’re able to create an employee-first culture at Tyler ISD by utilizing VMware software to ensure that teachers, staff, and students always have the latest, greatest software. We can deploy new software and system updates within minutes and have it deployed to the entire district which is something that would normally take days, hours, weeks.”

JOSEPH JACKS  
CTO  
TYLER ISD



# Smart Working Policy Drives New Remote-Work Culture



Città metropolitana  
di Roma Capitale

## Challenges

Città metropolitana di Roma Capitale was embarking on digital transformation to eliminate the many tasks wedded to bureaucratic paper-based processes and relieve budget pressure as well as to cut Rome's traffic congestion.

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE HORIZON

## Solution

By embracing VMware Horizon, the municipality has created—for the first time—a smart working policy that enables staff to work from home one day a week.

## Benefits

- Improved productivity, collaboration, and employee work-life balance
- Reduced strain on the city's transport infrastructure

“Cultural change will follow. It used to be that public sector employees thought they needed to be tied to the office. We've proved that doesn't need to be the case. We feel that we're just at the beginning of a larger change.”

STEFANO IACOBUCCI  
CIO  
CITTÀ METROPOLITANA  
DI ROMA CAPITALE

## About Città metropolitana di Roma Capitale

Città metropolitana di Roma Capitale is an area of local government in the Lazio region of Italy. Created in 2015 after the law 56/2014, it comprises of the territory of the former province of Roma: the city of Rome and 121 other municipalities. With more than 4.5 million inhabitants, it is the largest metropolitan city in Italy.

Watch the [video](#)  
Read the [case study](#)  
Read the [blog](#)

# Enabling Enhanced Performance and Productivity Everywhere



## Challenges

As servers, storage, and networking equipment aged, Nol-Tec IT sought greater resiliency, flexibility, and visibility to build an agile organization that could deliver better services to the business. The company also wanted to give traveling employees more secure digital workspaces so they could better serve clients worldwide.

## Solution

By deploying VMware Cloud Foundation and VMware Workspace ONE, Nol-Tec addressed its immediate needs and gained the foundation for growth. The process systems engineering leader has found tremendous value leveraging its partnerships with Dell, VMware and CDW plus VMware Professional Services.

## Benefits

- Deploys 7x faster—3.5 days versus 5 weeks to install separate products
- Simplifying endpoint management and improving end-user experiences

## About Nol-Tec Systems

Founded in 1983, Nol-Tec Systems is a global leader in process systems engineering with nearly 100 employees. Nol-Tec provides custom solutions, aligning with manufacturers, materials processors, and electrical generators to deliver the highest quality material handling and control solutions.

Watch the [video](#)

Read the [case study](#)

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE CLOUD FOUNDATION  
AND VMWARE WORKSPACE ONE

“One of our most valuable results for our digital workspace transformation has been enabling remote work. Now [employees] can, in the field with a tablet or a phone, view and manipulate a 3D drawing that would otherwise require them to be at a fixed workstation. Our employees used to bring a suitcase of paper full of drawings to work sites. Now we are able to have two people across the world communicate and collaborate to get changes into the 3D drawings within a matter of hours, if not minutes.”

TONY HARMELINK  
END POINT ADMINISTRATOR  
NOL-TEC SYSTEMS

# Quickly Expanding Learning Resources for Students



## Challenges

Traditionally, students had to be on campus to access resources and services such as class-required software, which limited the amount of studying they could do at home and increased maintenance workloads for IT staff. To improve the academic experience, University of Technology Sydney (UTS) wanted an easier way to virtually connect students to desktops and applications on any device, anytime.

## Solution

UTS has improved student learning by delivering seamless and secure application access through VMware Horizon Cloud on Microsoft Azure, helping students study from anywhere. The solution reduces IT staff workloads for maintaining workstations and licensing software while giving IT the necessary cloud-scale architecture and capacity to support substantial student virtual environment use. Now students have access to virtualized Windows desktops and applications on any device, all the time.

## Benefits

- Reduced OpEx by 40% after moving to cloud infrastructure, refocusing IT on improving student services
- Gave students professional confidence in remote and digital collaboration solutions

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE HORIZON CLOUD  
ON MICROSOFT AZURE

“VMware Horizon Cloud on Microsoft Azure is far more stable and consistent than anything we could have deployed on-premises. If it could allow an engineering student to run tasks from home or even public Wi-Fi areas without compromising on performance, we could expand its deployment to other less compute-intensive faculties with total confidence.”

PETER GALE  
DEPUTY CIO  
UTS

## About The University of Technology Sydney

The University of Technology Sydney (UTS) is one of Australia's top universities with more than 40,000 students.

Read the [case study](#)

Watch the [video](#)

# Embodying “New Work” Through a Digital Workplace Based on Zero Trust Security

## SoCura

### Challenges

To stay competitive in a world with heterogeneity of devices and operating systems, as well as to accommodate bring your own device (BYOD) policies, it was important to build on a modern, mobile workplace concept. SoCura wanted to provide mobile IT support that would make life easier, specifically seamless documentation of sensitive data. Mostly handled on paper, employees had to go back to the office to write up all documentation. SoCura customers also needed secure access to essential data from wherever they happened to be.

### Solution

The integrated platform from Workspace One makes it easier to onboard new staff and volunteers, which in turn makes it easier to recruit young talents who expect a lot in terms of new work and IT equipment. It also eases burden on employees during their daily work, and helps save huge amounts of time. With an access app, Workspace ONE is easier to use, and improves the separation of private and professional use. Critical data can be access around the clock. SoCura in turn leaves welfare, church and healthcare organizations excellently equipped to advance their digitalization and able to fully rely on secure, innovative IT services.

### Benefits

- A secure and stable IT infrastructure for external customers
- Simplified onboarding and improved user satisfaction
- Easier recruiting of young talents

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE WORKSPACE ONE

“Users now want to work with their own devices, because they know how they function. That was a major factor in the decision to adjust our strategic orientation and build on VMware Workspace ONE.”

MIKE MELCHER  
HEAD OF IT SERVICE  
SOCURA GMBH

### About SoCura

SoCura, a subsidiary of the Malteser relief agency, is a provider of accounting, IT and personnel services for organizations in the welfare, church and healthcare space.

Read the [case study](#)

# Providing World-Class Patient Care from Any Device, Anywhere

## Challenges

St. John's Health operated legacy technology that was disjointed and negatively affected the employee and patient experience. Nurses had to log in to as many as four legacy systems, and there were no workstations in patient rooms to update charts. Physicians and other caregivers lacked a single point of remote access entry to all applications.

## Solution

The healthcare provider adopted VMware Workspace ONE to put employees first. It allows staff to access critical applications and information from anywhere, helping physicians, nurses and other staff spend more time working with patients and less time worrying about technology.

## Benefits

- Improved patient outcomes
- Healthy work-life balance for caregivers

## About St. John's Health

Located in Jackson, Wyoming, St. John's Health is a regional medical system serving Teton County and surrounding counties with a team of 150 healthcare providers and 750 total staff. The facility admits approximately 1,900 patients, delivers 450 babies, performs 2,750 surgeries and handles 8,500 emergencies every year.

Watch [video 1](#)

Watch [video 2](#)

Read the [case study](#)



VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE WORKSPACE ONE

“Working for the only hospital in the area, physicians have to be available whenever patients need us, even on our days off. Because I can access charts on my tablet or laptop, I can manage patient care issues while enjoying time with my family, rather than having to drive to the hospital every time someone needs my input.”

DR. MARTY TROT  
ENT DOCTOR & MEDICAL DIRECTOR  
ST. JOHN'S HEALTH



# Easing the Remote Work Transition

## Challenges

Preferred has a staff of 300 employees. With many of them regularly working remotely, the company wanted to give all its employees the option of either using a work device or utilizing their own home machines yet needed to ensure policies were in place to protect files transferred back and forth.

## Solution

**With VMware, the company has enabled zero-trust and made accessing the VDI desktop from either a company-owned laptop that has the (VMware) View client installed on it as easy as from the personal desktop at home. No VPN client. No local network access. The company sees very little risk and little to no difference.**

## Benefits

- **Maximized remote employee and IT staff productivity**
- **Maintaining security over company data**

## About Preferred Mutual

Preferred Mutual Insurance Company provides property and casualty insurance coverage to more than 232,000 individual and business customers through a network of over 500 independent agents throughout New York, New Jersey, Massachusetts and New Hampshire. In business since 1896, Preferred Mutual is rated "A" by A.M. Best Company and is headquartered in New Berlin, New York.

Watch [video 1](#)

Watch [video 2](#)

Read [article 1](#)

Read [article 2](#)



VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE WORKSPACE ONE

**"Workspace ONE has been a life saver when it comes to managing our end points. It helps us address zero trust security by not having any data on the endpoint that the user's accessing."**

BEN MOORE  
LEAD SYSTEMS ENGINEER  
PREFERRED MUTUAL



# Improving WAN Reliability while Reducing Branch Capital Costs



## Challenges

Devcon project managers and partners were experiencing poor quality of service for critical collaboration applications. Connectivity issues between team members and sub-contractors also slowed large file transfers, such as blueprints, creating frustrating delays and dissatisfied users while complicating security.

VMWARE FUTURE READY  
WORKFORCE SOLUTION:  
VMWARE SD-WAN BY  
VELOCLOUD

## Solution

Devcon adopted VMware SD-WAN by VeloCloud to deliver virtualized services to remote sites with enterprise-class performance, visibility, and control. At Devcon, VMware SD-WAN is delivered over existing connections using business policy-driven templates that include built-in Quality of Service (QoS) parameters and are pre-configured for the network edge. The solution now connects everyone, over all of the company's various connection links.

## Benefits

- Enabled reliable delivery of demanding mobile construction apps
- Reduced WAN capital costs by 75%
- Reduced operating costs by 50%
- Improved worker productivity and satisfaction with collaboration apps

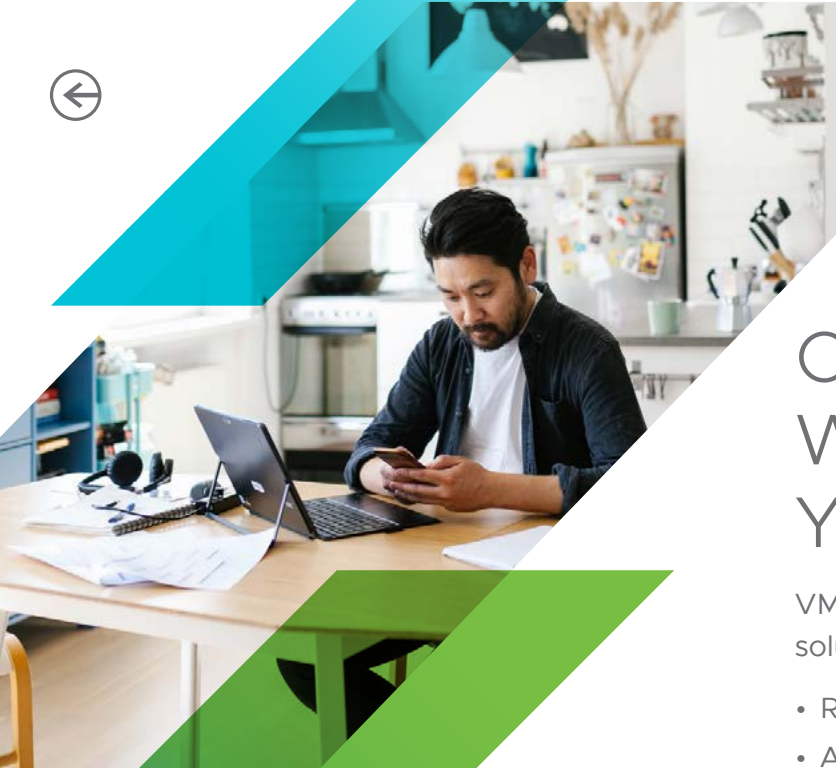
“(VMware) VeloCloud’s integrated Wi-Fi access point at the edge is great. With integrated Wi-Fi, we could deploy a wireless network that lets all remote users connect their mobile devices to the WAN. That feature alone allowed us to reduce our hardware footprint in each location.”

JOE TAN  
DIRECTOR OF IT  
DEVCON CONSTRUCTION

## About Devcon Construction

Devcon Construction, Inc. is consistently ranked among the top 100 construction companies worldwide. Since 1976, the company has built high-quality corporate campuses, data centers, education projects, green buildings, luxury hospitality venues, and sports and entertainment complexes.

Read the [case study](#)



# Choose VMware Future Ready Workforce Solutions to Power Your Remote Work Strategy

VMware delivers a uniquely compelling set of workforce solutions to help your distributed workforce.

- Respond and stabilize today
- Adapt and grow your business
- Accelerate innovation for tomorrow

With Future Ready Workforce solutions, you gain a unified foundation—spanning any app, any cloud, and any device—empowering you and your team to deploy agile platforms aligned to each of your digital transformation goals.

Rapidly address immediate challenges. Protect critical systems, data, and business operations. Adapt. Evolve. Build a stronger, more secure future for your business with VMware.

Learn more about adopting [VMware Future Ready Workforce Solutions](#) today.

Join us online:

