

Intel® vPro® Platform and VMware Workspace ONE®

Modern Management and Security from Chip to Cloud

Solution

Empower your distributed workforce with the only cloud-native integration of Intel vPro-powered PCs and VMware Workspace ONE to better secure, manage, and support devices in any location.

The solution is available to select VMware and Intel customers as a Tech Preview*; and expected to be generally available to all customers in first half of 2022.

Solution Benefits

- **End-to-end security.** Out-of-band and in-band device support for remote wipes, data loss prevention, and patching.
- **Easy PC management.** Deploy configurations and apply updates anywhere and anytime without disrupting user productivity.
- **Improved employee experience.** Gain insights on employee experiences with PCs and resolve support tickets faster.

Executive Summary

The needs of today's workforce are becoming more distributed. Distributed work introduces additional complexities for managing and securing PCs that are regularly offsite and out of network. These complexities are not easily addressed with legacy management solutions. As business PC needs are evolving, the technology that manages these PCs and supports employees must evolve as well.

The Intel® vPro® platform, a leading hardware-based manageability and security platform, and VMware Workspace ONE®, a leading solution for modern PC management, are being integrated to enable businesses to complete more IT tasks from a single pane of glass. Organizations will be able to take advantage of chip- to-cloud PC management, where devices are managed and secured inside and outside the firewall and in-band and out-of-band, while improving employee experience and productivity.

Traditional PC Management and Support Challenges for a Distributed Workforce

Organizations worldwide are seeing the emergence of a “remote-first” mindset, a workforce that is increasingly distributed, with fewer people in the office regularly, if at all. Employees and IT decision makers alike would spend more of their time working remotely with their companies' support. Although many IT decision makers agree that organizations should be adopting a remote-first mindset, they must still address cybersecurity threats and bad actors that are increasingly more sophisticated and occurring more often with a more distributed workforce.

When most of the workforce is based in a traditional office with computers on-premises and on-network, these devices can be managed and secured using traditional processes within the perimeter. If employees experience an issue with their device, they physically bring it to their IT team in the building for support. However, with a distributed workforce, if the OS is nonfunctional, many IT teams cannot remotely view and access the PC to troubleshoot and address the underlying problems. Instead, employees must ship the device to the IT office, increasing costs to organizations while resulting in downtime for the employee.

*The development, release, and timing of any features or functionality described for VMware's offerings in this presentation remain at the sole discretion of VMware.

These challenges cannot be easily addressed with legacy or traditional management solutions. IT teams can patch the OS and applications of PCs above the OS with VPN or cloud gateways. However, these solutions can be expensive and devices may not connect to the network for days or weeks, increasing risk and vulnerabilities while these devices remain unprotected. Businesses need a cloud-native, modern management solution that can function above and below the OS and manage PCs – no matter where they are – while maintaining productivity and even improving employee experience.

Manage and Secure PCs Inside and Outside the Firewall, In and Out of Band

Intel and VMware have partnered to integrate the Intel vPro platform with VMware Workspace ONE. The Intel vPro platform with premium performance includes hardware-based security capabilities and enables security and manageability below the OS. Workspace ONE is a leader in unified endpoint management for all devices and operating systems. This integration directly links Intel vPro-powered devices at the edge to the cloud with Workspace ONE.

Intel® Active Management Technology (Intel® AMT), Available Exclusively on the Intel vPro Platform

Modern cyber threats have grown more complex, and devices are not always powered on and available to push patches to. Intel AMT enables a persistent out-of-band connection to devices below the OS and allow a hardware-based keyboard, video, and mouse (KVM) session for accessing a device, regardless of OS functional state. With the Intel vPro platform, IT can regain control of systems from anywhere, even devices without a functioning OS.

VMware Workspace ONE

A cloud-native, modern solution enables organizations to improve security, automate IT operations, and improve employee experiences across every PC, whether on or off the company network. With Workspace ONE, devices can be provisioned and deployed to employees directly from the factory, configured and patched over-the-air and in real-time, and supported remotely and proactively. IT can orchestrate and automate processes as well as collect actionable insights to address user issues proactively. As users and IT work remotely and must do more with less, Workspace ONE enables modern approaches to unified endpoint management that includes Windows PC management.

Streamlined Modern PC Management and Security

Workspace ONE enables PC lifecycle management (PCLM) including onboarding via Drop-Ship Provisioning, configuration, software delivery, security, support, and analytics and automation, while saving time and resources. For example, Drop-Ship Provisioning and remote support can save IT resources including decreased number of shipments of PCs as well as shorter and fewer PC support tickets. With the integration of Intel vPro, IT can complete tasks for end-of-life management as well, including device reset and SSD wipes using firmware level

command and control. Businesses can also manage the PC independent of the OS. With Workspace ONE, organizations can deploy critical security and app patches after hours, and without disrupting the user productivity. With the Intel and VMware integration, IT can remotely wake a device, deploy required OS and application patches and profiles, then put the PC back into sleep mode, on devices in- or out-of-band.

Improved Employee Experience and Productivity

Employees are working from anywhere at all times of the day, with working hours changing drastically from the traditional 9-to-5. Devices need to be patched and compliant without disrupting employee productivity. As such, with Intel vPro and Workspace ONE, IT teams can wake PCs when they are not in use, apply the patch, and place the PC back to sleep without interrupting the employee. Although employee productivity can go unaffected by patches, organizations lack visibility of employee experiences. Through our partnership with Intel, we are combining the rich hardware-based telemetry capable Intel vPro platform with the core analytics and automation tool, Workspace ONE Intelligence, to enable our customers to gain valuable insights like Wi-Fi performance and battery health. Workspace ONE Intelligence includes digital employee experience management capabilities such as user experience scores as well as OS and application health and stability. Together, IT teams can more easily identify and predict issues proactively and remediate them using automation.

If the device OS fails to boot and the user is unable to get into the OS, IT cannot access the device and provide support remotely. In these instances, IT ticket resolution usually requires the device to be shipped to IT, resulting in significant employee downtime. With Intel AMT, IT can provide out-of-band device support including remote keyboard, video, and mouse (KVM) access via Workspace ONE. This extends remote support capabilities, resulting in faster support resolution, remediation, and recovery while saving employees time and improving productivity.

Conclusion

With employees becoming more distributed, business PC usage models are evolving. Employees are working from everywhere and organizations must be prepared to support them, no matter their location. Businesses must manage and support these PCs efficiently while keeping their costs down and helping keep their employees secure and productive no matter where they work – in the office, remotely, or a hybrid. However, many businesses currently address these requirements with high-cost infrastructure, high touch management, and disjointed products and processes.

Cloud-native modern management enables business to better secure, manage, and support their PC fleet while providing the best employee experiences. The integration of Intel vPro with Workspace ONE provides a streamlined method for easier management of Intel vPro-powered PCs from anywhere without the need for expensive infrastructure and complex approaches. With Intel vPro and Workspace ONE, businesses can now enable critical OS, security, and application updates on any device when employees are not working, anytime, anywhere. They can remotely support devices without a functional OS, securely wipe devices during end-of-life management, and more, all from a single-pane-of-glass.

Learn More

For more information about the integration between Intel vPro and VMware Workspace ONE as well as the individual technologies, visit the following links and resources:

intel.com/vmware

via.vmw.com/intel

intel.com/amt

via.vmw.com/winPC

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