FUTURE OF
Work

6 Ways to Enhance Your Intelligent Digital Workspace

How Using Unified Endpoint Management Streamlines Software

The future of work is digital by most measures. Technologies such as artificial intelligence (AI), augmented realty, dynamic/immersive meetings, and collaboration tools encourage human–machine collaboration, enable new skills and worker experiences, and support dynamic environments unbounded by time or physical space.

End-user computing devices and applications will enable new technologies, driving the future of work in many ways. One example is an intelligent digital workspace that uses technology to connect people, data, content, and context with the technological solutions workers need to do their jobs. Devices used by employees will require provisioning, configuration, ongoing management/maintenance, and monitoring to ensure that new models and modes of working remain productive, secure, and compliant.

Unified endpoint management (UEM) combines the management and provisioning functions for commonly used end-user computing operating systems into a single software platform.

UEM is a fundamental infrastructure technology in the intelligent digital workspace architecture, providing device management, configuration, and monitoring functions to a broad set of endpoint devices, as well as delivery and access controls of enterprise software, apps, and digital and network-based services.

Intelligent Digital Workspace Use Cases Addressed UEM

Intelligent Digital Workspace	Customized user provisioning & enablement	Self-serve process enablement	Interconnected collaborative workspace	Remote team enablement	Employee experience optimization	Fictional resources

Intelligent Digital Workspaces

Intelligent digital workspaces encompass multiple facets of modern digital work and are not limited to carpeted offices and white-collar or "knowledge" work; they can effectively deliver technology to a range of functional roles across every vertical industry and use case.

Intelligence is the primary differentiator. In the new work experience, the workspace is personalized for the user and proactively provides the specific resources that worker needs for the task at hand.

Here are six ways UEM can combine technological needs into a single software platform to transform your intelligent digital workspace:

- ☐ **Customized User Provisioning and Enablement:** Users receive automated deployments of applications, software and access to cloud services and apps centered around their organizational role and workflow.
- ☐ **Self-Serve Process Enablement:** Users can access, or create themselves, a set of quickly accessible microapps or tools (easy buttons) for common tasks and workflows, which are easily accessible within the digital workspace environment.
- ☐ **Interconnected Collaborative Workspace:** A combination of the existing IT stack applications integrated with a team of collaboration application, it enables teams to engage in persistent, seamless, and centralized communications in order to share team knowledge and work activities more efficiently.
- ☐ **Remote Team Enablement:** Allows access to applications, tools, and other resources anywhere and anytime across the enterprise enabling greater productivity. This includes more efficient communication; assignment and delegation; coordination, monitoring, and execution.
- ☐ **Employee Experience Optimization:** The use of team collaboration applications with a highly integrated IT and marketing stack, paired with a culture of collaboration, creates the foundation for collaboration — and a good employee experience — that enables a variety of valuable efficiencies around both deliverables and the ability to attract and retain talent.
- ☐ **Frictionless Resources:** Provides frictionless resources to workers by integrating key platforms, data, and collaborators to a single "pane of glass." Data sources can be read by integrated systems, creating new insights, efficiencies, and metrics.

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Spending on UEM solutions will be a priority among firms in the United States and worldwide, as more than one-third of firms say they plan to increase spending on this technology in 2021.

Source: IDC MarketScape: Worldwide Unified Endpoint Management Software for Small and Medium-Sized Businesses 2021 Vendor Assessment

Owing to the COVID-19 pandemic and expanded remote/work-from-home workforces, many firms are quickening their UEM migrations and modern endpoint provisioning and management. Aside from intelligent digital workspaces, other areas where UEM will find success are:

Automated Workspaces

- Workspace telemetry and analytics
- Ambient meetings
- Intelligent knowledge assist
- Frontline Workspace
- Smart Identity Management
- Real Estate Analytics
- Dynamic Compliance Reporting

Talent Attraction and Retention

- Employee engagement measurement
- Comprehensive onboarding

Intelligent Workforce

- Predictive IT support

Smart Facilities

- Management, configuration, and monitoring of workspace IoT endpoints

UEM is being positioned as an infrastructure/security component to a larger "workspace" strategy around how end users work and Interact with digital technology.

Learn more about the Future of Work in IDC's Perspective "Supporting Future of Work Use Cases with Unified Endpoint Management" here: https://www.idc.com/getdoc.jsp?containerId=US47290921

Read IDC's white paper to learn more about intelligent digital workspaces: "Embracing the Hybrid Workforces with an Intelligent Digital Workspace".

For more on IDC's other "Future of X" practices, visit https://www.idc.com/FoX

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