Rationalisez les opérations IT, gérez et sécurisez les Endpoints, et améliorez l'expérience des employés *avec une gestion unifiée des Endpoints (UEM) évolutive et native du Cloud.*

Flurin Giovanoli – *Lead Solution Engineer, Omnissa*

Ralf-Arnaud Grandjean – *Strategic Account Executive, Ominissa*
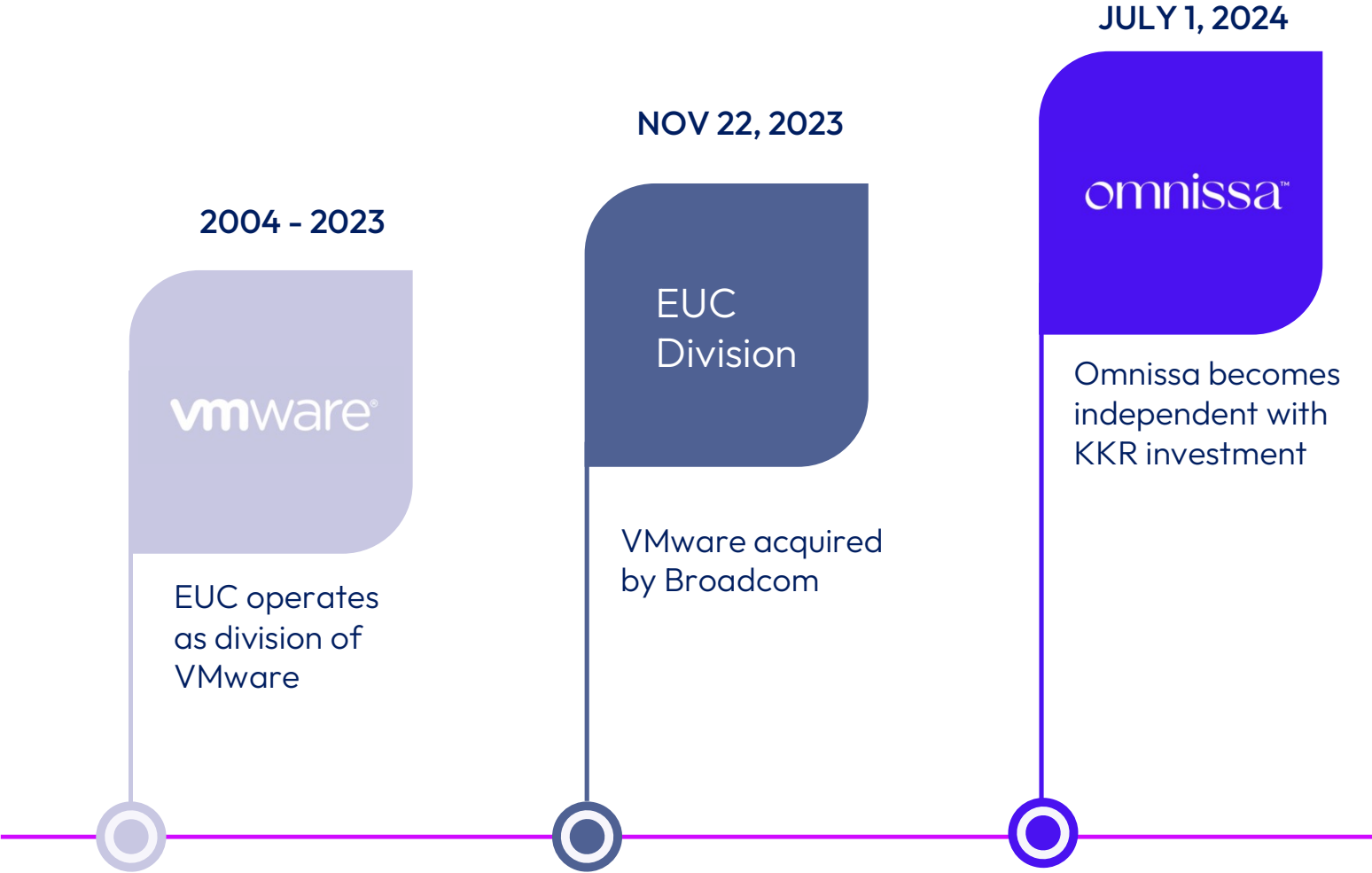
Bechtle IT Forum, Lausanne.

24.06.2025

A new milestone

2004 - 2023

vmware®

EUC operates
as division of
VMware

NOV 22, 2023

EUC
Division

VMware acquired
by Broadcom

JULY 1, 2024

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Omnissa becomes
independent with
KKR investment

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A digital work platform leader with over 20 years of experience

$1.5B ARR

~$4B
Standalone business

Growing and profitable

26,000+
Customers worldwide

7 of the top 10
Fortune 500

4,000
Employees worldwide

Experienced leadership team

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We empower employees to do their best work from anywhere through smart, seamless, and secure experiences

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Customer perspective

Employee experience, flexibility, and choice are a **given**

Devices and apps are growing into the **millions**

Result: Experience issues, silos, and increased security risk

What companies need is a focused approach

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We provide a focused approach

100% focus on driving **smart, seamless**, and **secure digital experiences**

Manage entropy from a single **AI-driven platform**
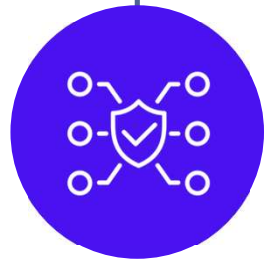
Optimize **security, IT operations, and costs**

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Investing for growth

Technology innovation

- Workspace ONE and Horizon
- AI-driven platform
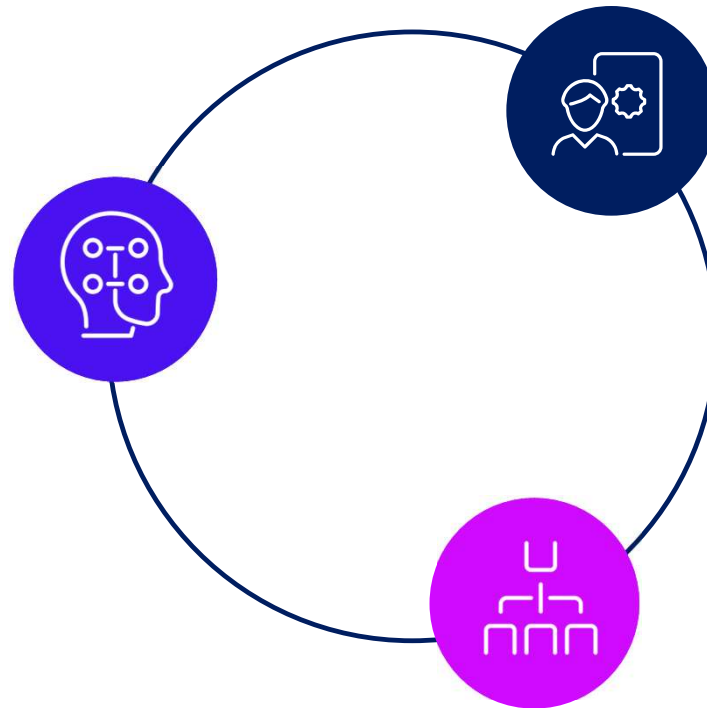
Ease of doing business

- Improved support
- Growth of partner-led services

Ecosystem expansion

- Committed to open APIs
- Technology partner integrations

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Entering a new era for the digital workspace

Potential of AI adds more complexity

Technology and culture present barriers to implementation

Our vision is to **deliver success** with an autonomous workspace

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Customer pulse:
What's top of mind

What's top of mind

Retaining talent and managing employee experience

87%
Orgs state they have a skills gap

40%
mandating return to office 3x per week

Innovation and technology overload

93%
evaluating AI technologies but only **9% fully implemented**

Growing attack surfaces increase security risks

90%
Employees bypass security controls

75%
of organizations experienced mobile **phishing attempts**

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Complexity is met
with **adding more tools**
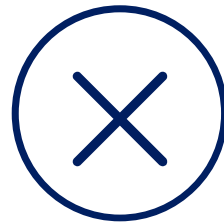
↑ **20%** increase in security tools managed

30%
use more than
50 **different
products**

80%
rely on **multiple
solutions** for digital
employee experience

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The Omnissa Platform addresses key customer challenges

Converge experience, management, and security

Unify data, automation, and AI
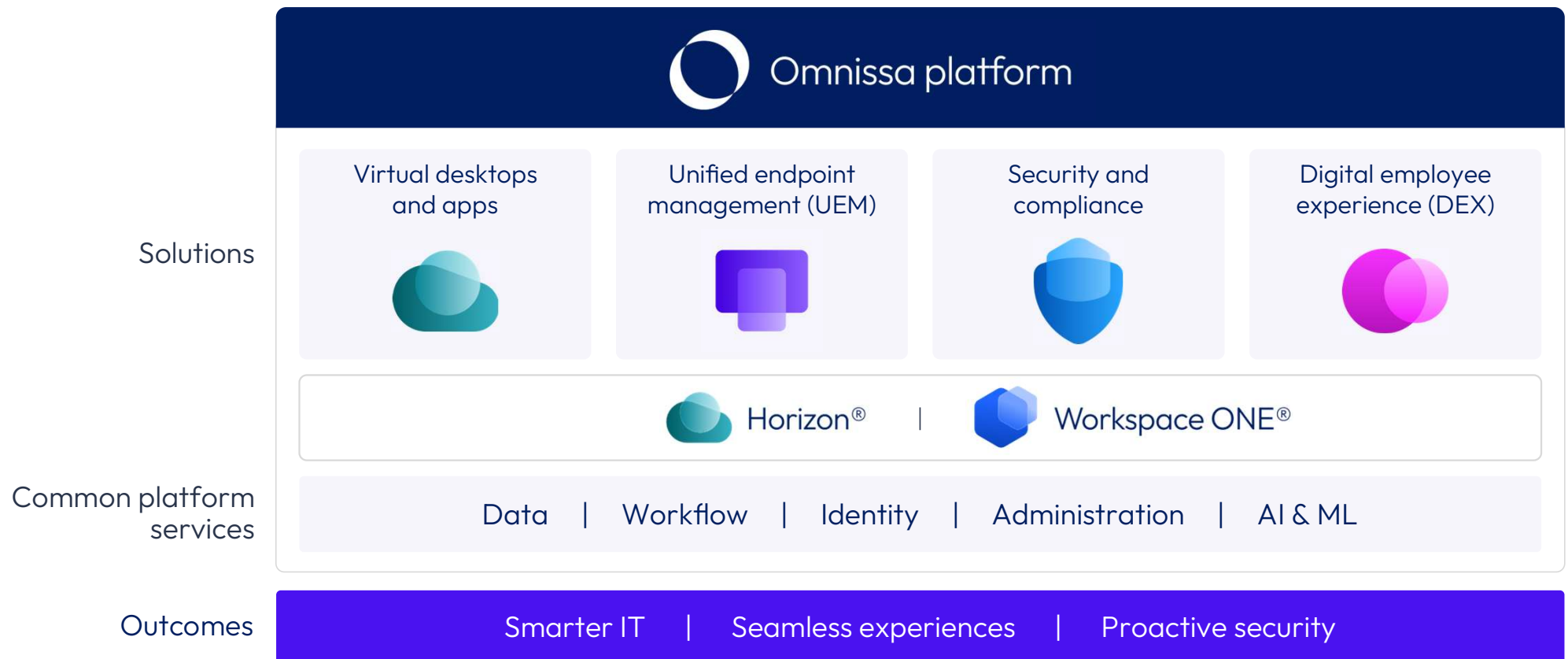
Simplify integrations with open APIs

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The Omnissa Platform and solutions

First AI-driven digital work platform

For smart, seamless, and secure experiences anywhere

Proprietary. Copyright © 2024 Omnissa, LLC

Virtual desktops and apps

Horizon®

Top of mind for Horizon

True multi-cloud solution
Public, private, and on-prem for freedom of choice
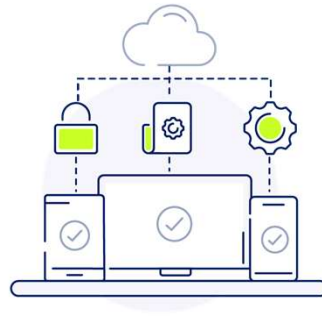
Apps Everywhere
A true differentiator with Apps on Demand

Security and experience
Continuous roadmap to optimize both

Deploy and manage desktops wherever needed, in any model

	VDI & Apps Horizon 8 On-Premises / Private Cloud	DaaS & Apps Horizon 8 on VMware Cloud AWS, AVS, GCVE, OCVS, IBM, ACVS	DaaS & Apps Horizon Cloud Next-Gen with Microsoft Azure	DaaS & Apps Horizon 8 with Amazon WorkSpaces Core	DaaS & Apps Horizon 8 on Amazon EC2
Cloud Management (Horizon Control Plane)	(Optional)	Vendor-Managed	Vendor-Managed	(Optional)	Vendor-Managed
Desktops & Apps	Customer-Managed	Customer-Managed	Customer-Managed	Customer-Managed (Persistent Desktops)	Customer-Managed (RDSH)
Horizon Infrastructure	Customer-Managed	Customer-Managed	Vendor-Managed	Customer-Managed	Vendor-Managed
Virtualization & Hardware Infrastructure	Customer-Managed	Vendor-Managed	Vendor-Managed	Vendor-Managed	Vendor-Managed

👤 | Customer-Managed   🛠 | Vendor-Managed

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App management

App Volumes Reduces App Management Costs for Virtual Desktop

Abstraction of apps from the OS enables new efficiencies

Modern Model for App Delivery

Profile   Settings — Dynamic Environment Manager

APPS

App Volumes Agent

OS
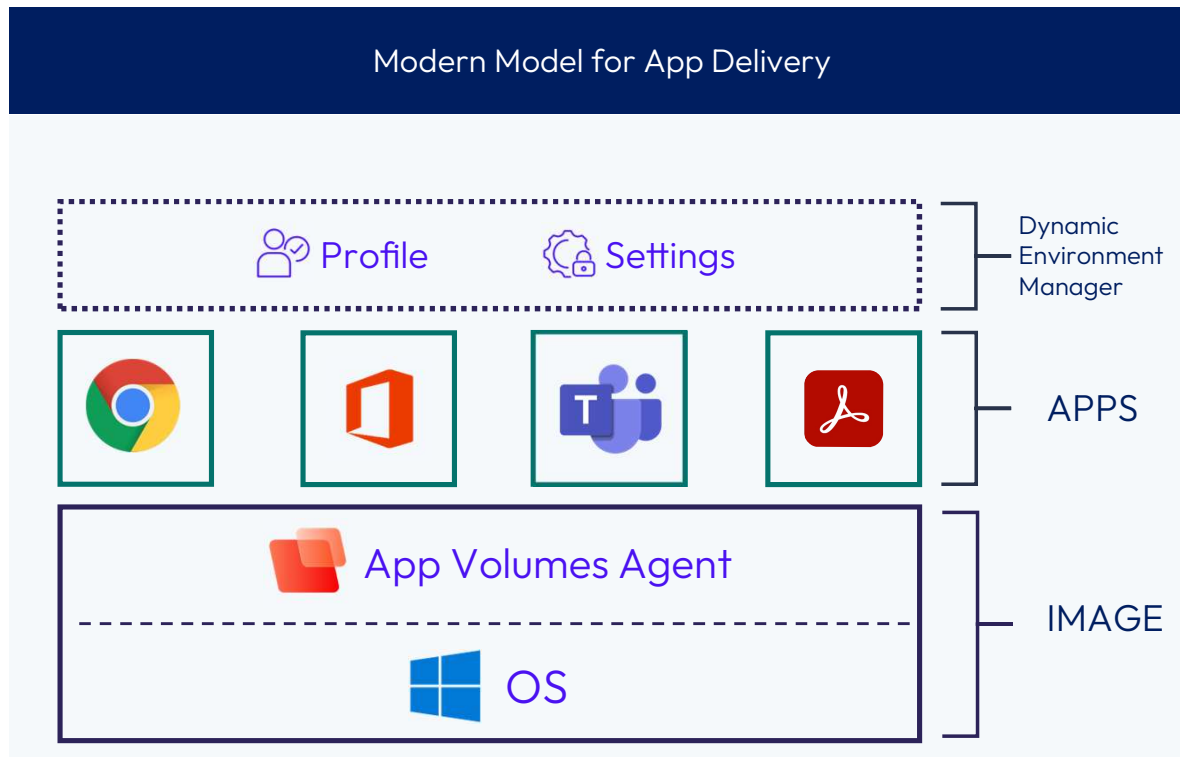
IMAGE

Reduces time managing images by removing apps installed on the OS

- Get down to a single evergreen OS image
- One app copy on App Volumes server attached in real-time

Capture once, deliver to all Horizon Virtual Desktops and Azure Virtual Desktop with one-to-many provisioning!

- Users access apps at login or on-demand

Decreases infrastructure costs by reusing a single app copy

- No need to install app copies on each desktop or server in farm

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Apps Everywhere

Workspace ONE® UEM

Omnissa Horizon®

Microsoft Intune

&

Microsoft® System Center Configuration Manager

citrix
Virtual Apps and Desktops

App Volumes

Microsoft Azure
Azure Virtual Desktop

amazon AppStream 2.0

Windows 365

amazon WorkSpaces
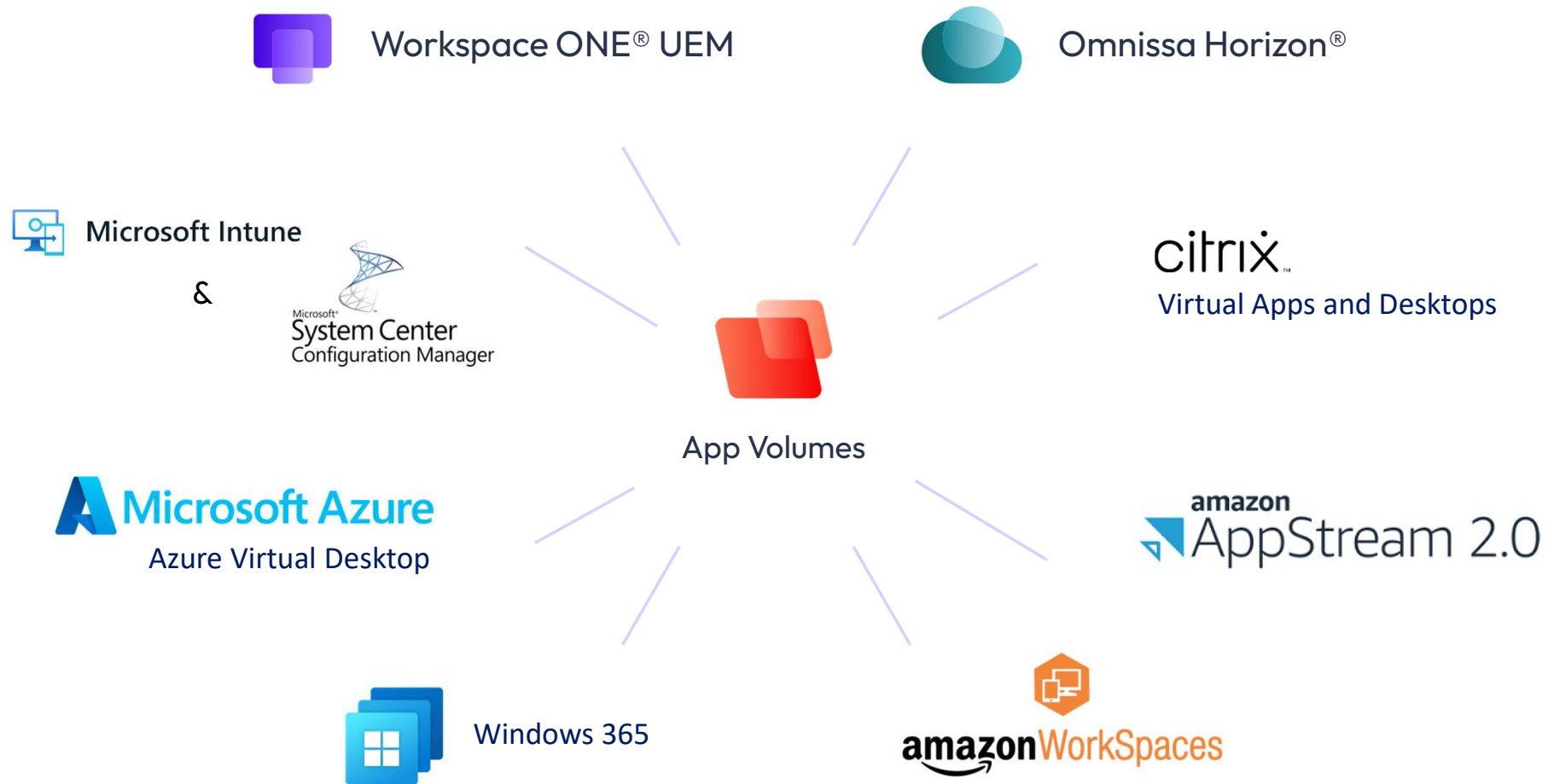
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Unified Endpoint Management

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Workspace ONE®

Modern UEM

For every OS on every device

- ✓ Multi-tenant, cloud-native architecture for better control

- ✓ Integrated dashboards & advanced analytics powered by AI

- ✓ Advanced, low-code orchestration for automating complex workflows – no scripting necessary

- ✓ Market leader with the most use case support across every platform

Mobile

| iOS | Best-in-class iOS support with User Enrollment and Apple Business Manager integrations |
| Android | Deepest support for Android Enterprise, Samsung Knox, AOSP and AMAPI. |

Desktop and Server

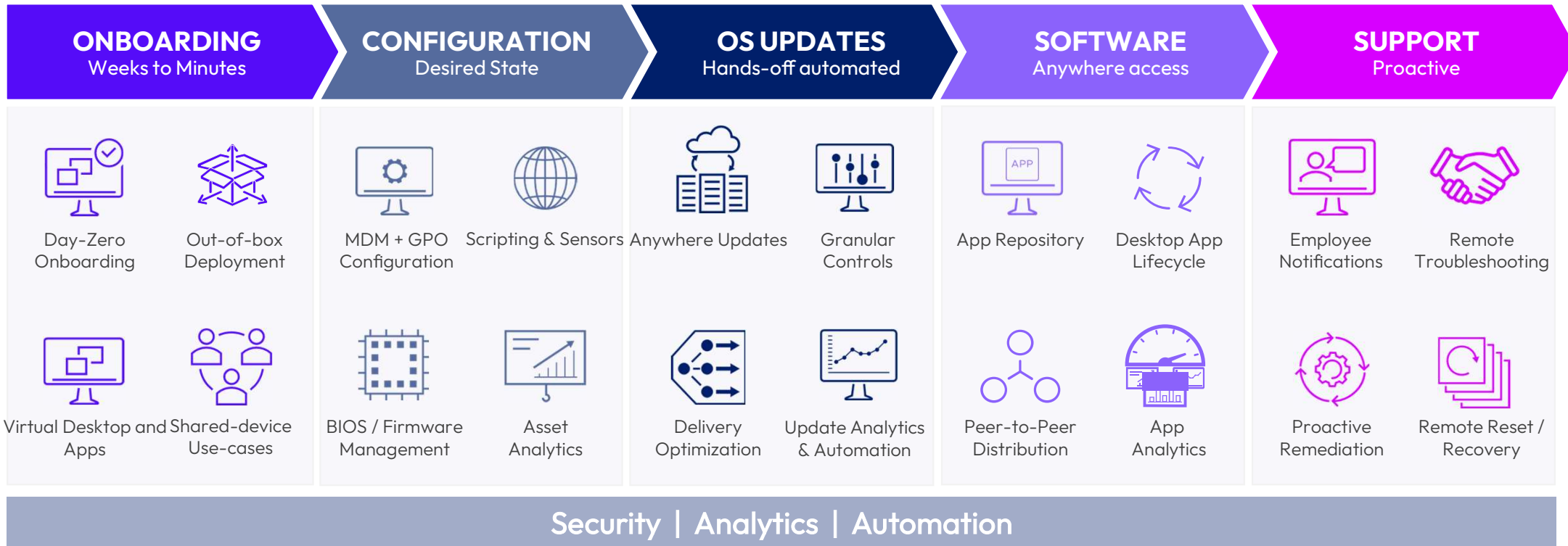| Windows | Lifecycle management across onboarding, policy, updates, software, security and analytics |
macOS	Modern platform for Mac as Choice with MDM + Apple Business Manager support
ChromeOS	Unique Chrome OS device management, in partnership with Google
Linux	Support for most Linux distributions

Things

| Non-Traditional Endpoints | Simplified management across rugged, wearables, XR devices, sleds, kiosks, Linux and IoT |

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Cloud-Native Desktop Modern Management

Supports Windows (physical / virtual), macOS, ChromeOS, and Linux*

ONBOARDING Weeks to Minutes	CONFIGURATION Desired State	OS UPDATES Hands-off automated	SOFTWARE Anywhere access	SUPPORT Proactive
Day-Zero Onboarding	MDM + GPO Configuration	Anywhere Updates	App Repository	Employee Notifications
Out-of-box Deployment	Scripting & Sensors	Granular Controls	Desktop App Lifecycle	Remote Troubleshooting
Virtual Desktop and Apps	BIOS / Firmware Management	Delivery Optimization	Peer-to-Peer Distribution	Proactive Remediation
Shared-device Use-cases	Asset Analytics	Update Analytics & Automation	App Analytics	Remote Reset / Recovery

Security | Analytics | Automation

* Supported UEM capabilities may vary by OS platform

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Digital employee experience (DEX)

The sum of all the perceptions that employees have with
the digital tools that they use to do their jobs

What is DEX?

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Why Now? What's the benefit to organizations that focus on DEX?

Connect DEX to your customer's initiatives

Improved employee productivity with frictionless experiences → Better business results

Decreased IT costs, via TTR, deflected tickets, lower license costs, hardware costs

More engaged employees, positively impacting hiring & retention

Improve IT operation by fostering innovation, shifting to proactive, and using automation to improve output

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DEX top of mind

Expanding the footprint of DEX

Surfacing DEX in more places

DEX for Windows desktops

DEX for Mac, mobile, and frontline

DEX for virtual desktops and apps

DEX for helpdesk

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How do you measure employee experience?
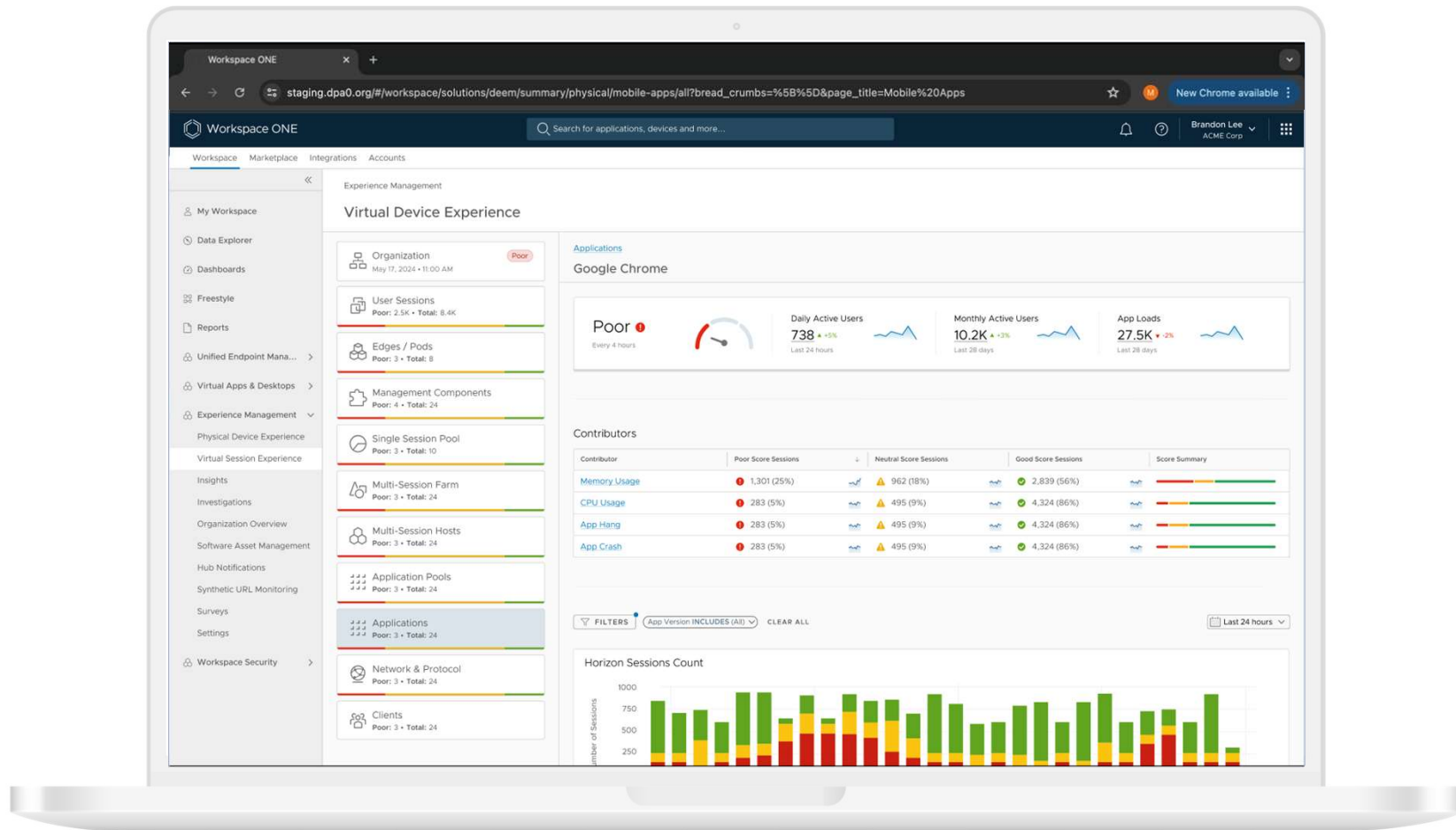
Use cases for desktop experience management

App crashes & hangs
Proactively identify web, SaaS, and native app crashes, reachability or performance issues

OS crashes
Alert admins when there is a spike in BSOD and troubleshoot with guided RCA

UCC QoS
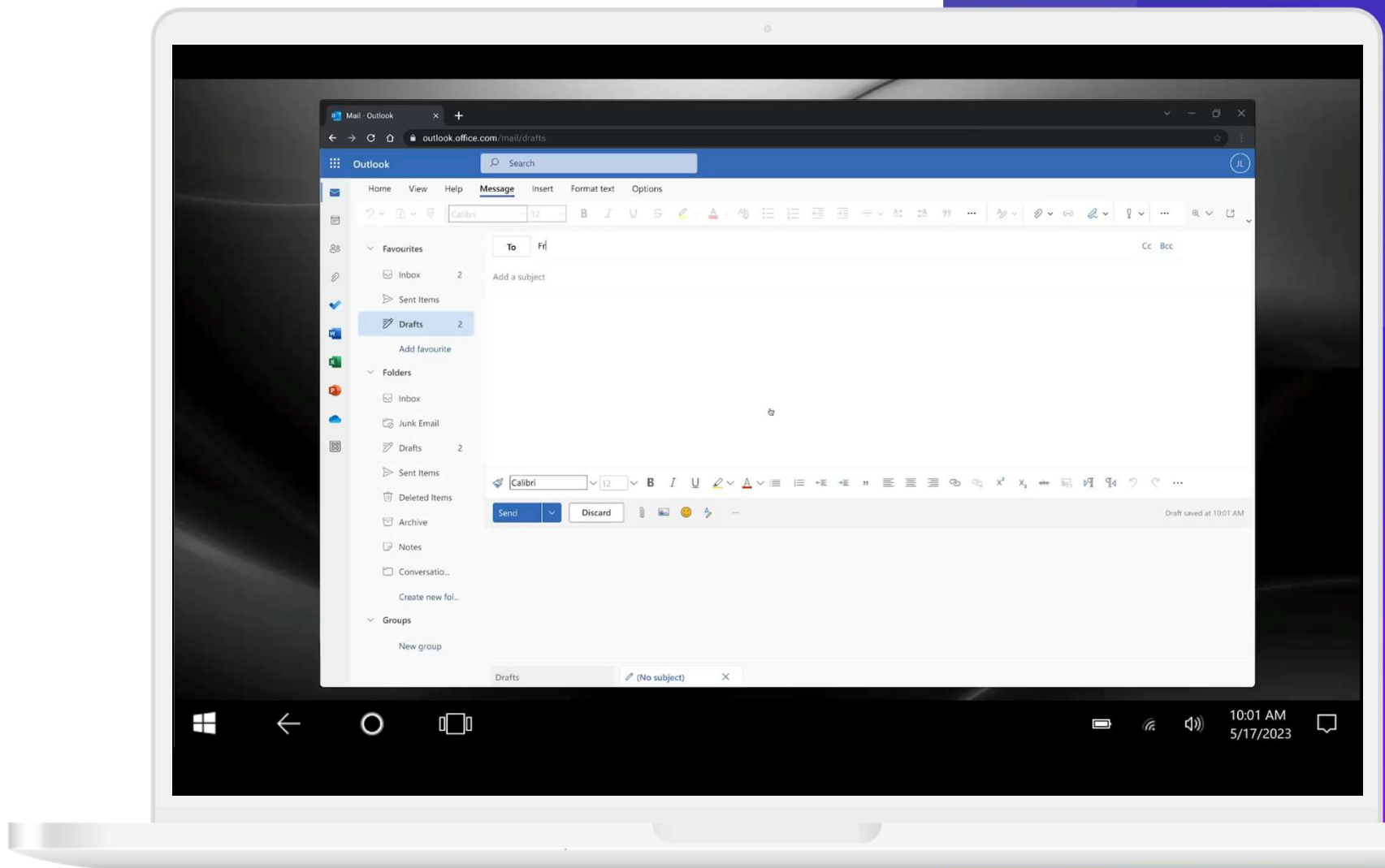Monitor critical service performance that impact hybrid work

Device performance
Identify and remediate performance-impacting issues (restart needed, high CPU, etc.)

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DEMO

Playbooks

Use cases for mobile & frontline experience management

Lost device prevention
Create accountability for shared devices to prevent lost or stolen assets
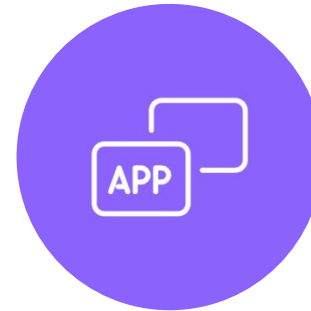
Battery monitoring
Identify batteries that are too hot or never charge to 100%

Network monitoring
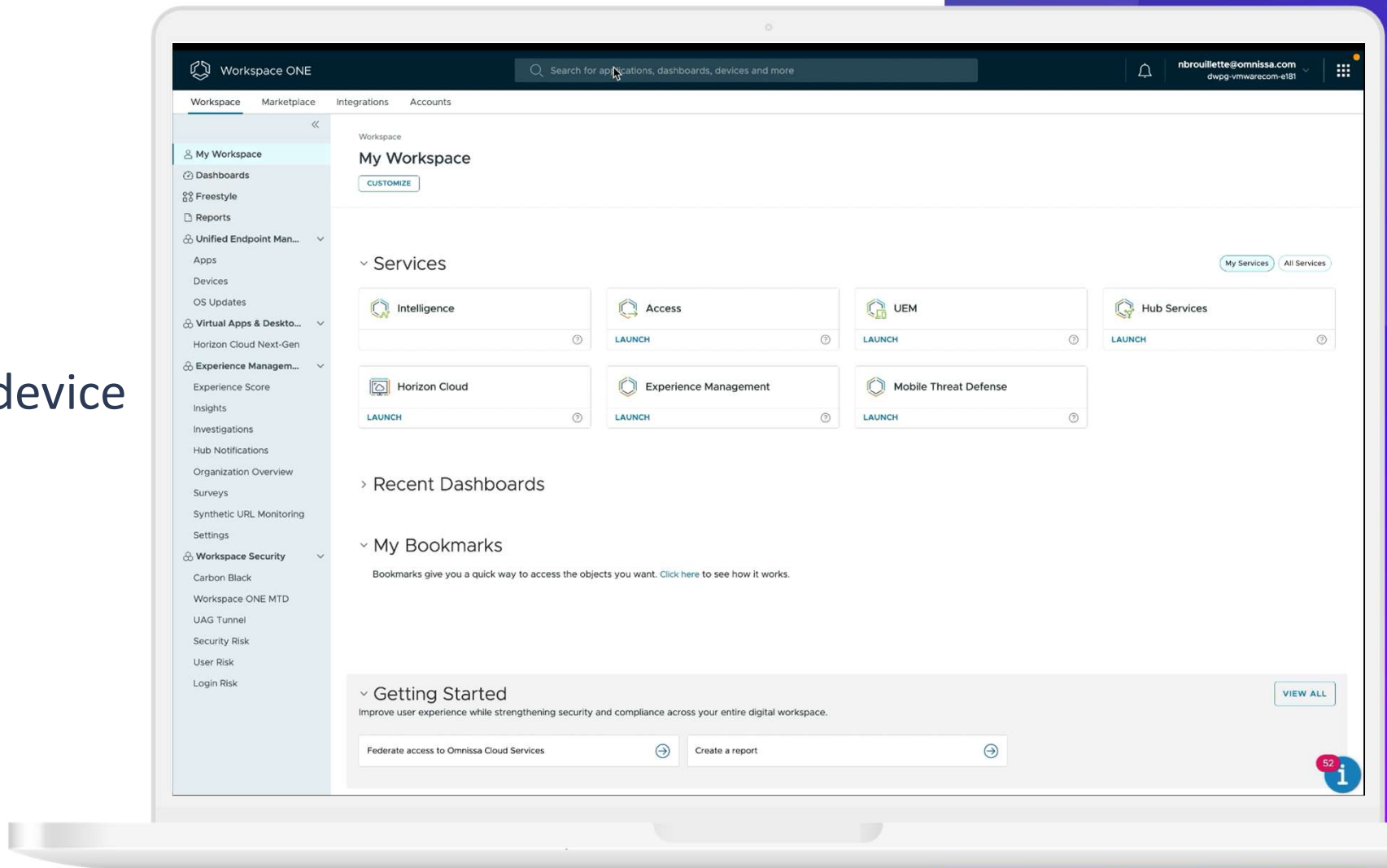Impact of network services on performance and cellular charges

Mobile application performance
Monitor engagement, usage, performance and stability of apps

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DEMO

Troubleshoot device performance

Use cases for DEX for horizon

Long logon times
Insights for logon performance with guided RCA to identify faulty GPO

Slow network
Last-mile network telemetry to identify performance issues

Infrastructure bottlenecks
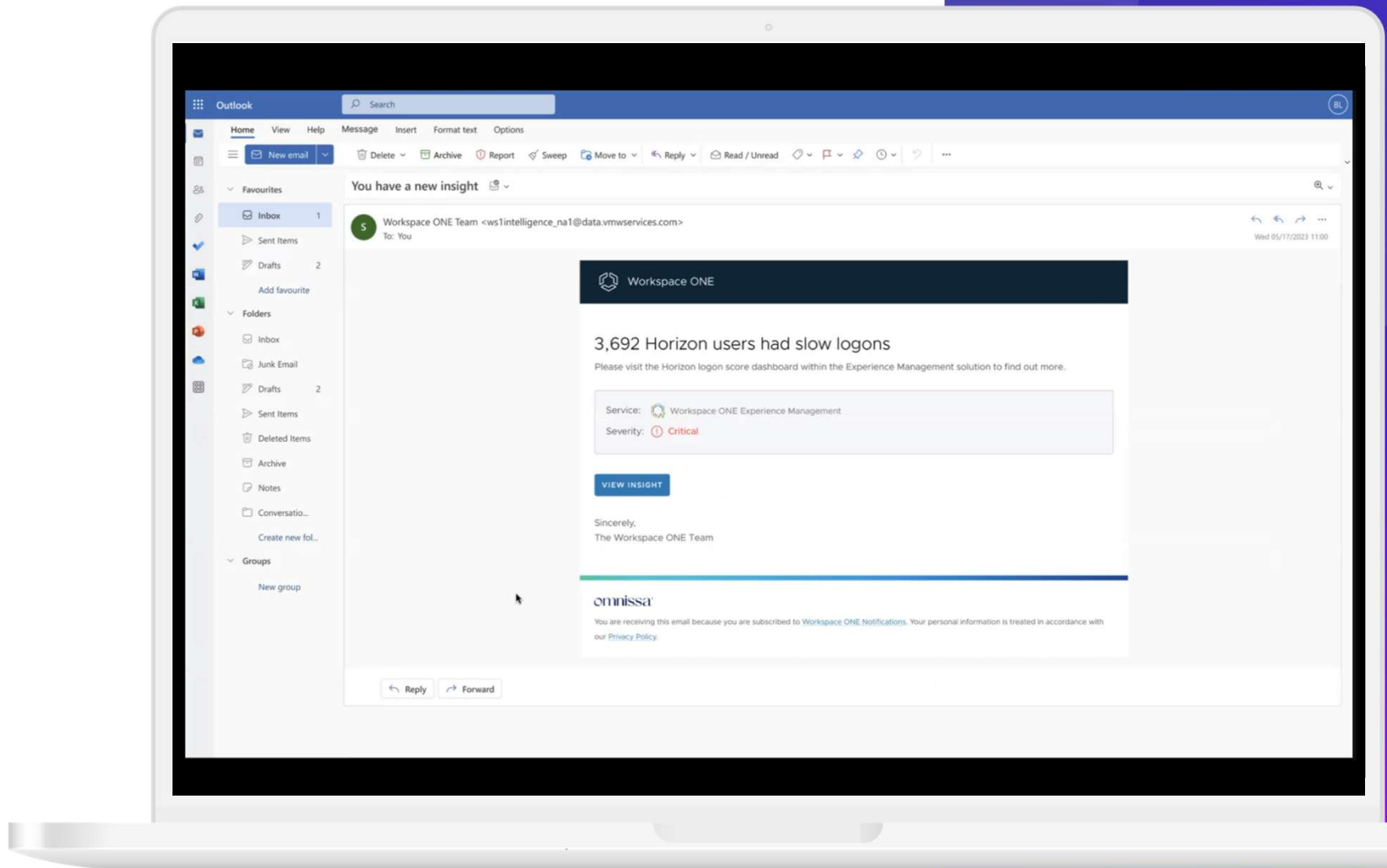Connect infrastructure issues with user experience challenges

Dynamic resource optimization *Roadmap*
Re-allocate resources to highly used or slow performing pods

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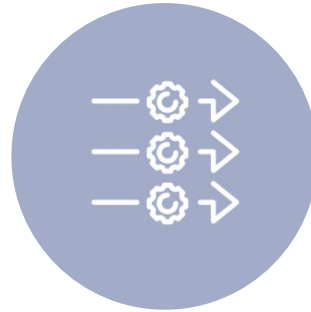
DEMO

Long logon time

DEX use cases for helpdesk

ITSM integration
Surface experience scores, telemetry data, app and profile status, and more in ITSM incident
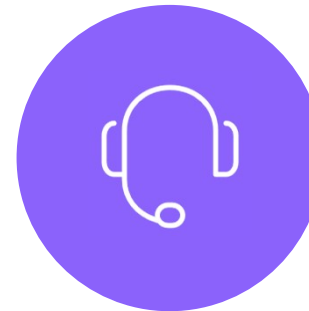
Remediation workflows
Execute pre-created scripts, workflows, and profile/app/certificate installs from ITSM

Reduce MTTR
Track tickets and resolutions in Workspace ONE for creating ROI

Remote support
Integrated remote view allows helpdesk to troubleshoot complex issues

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Workspace ONE ITSM Connector for ServiceNow

1 Incident is raised in **ServiceNow** and assigned to Service desk admin.

2
- **Assess** device, app & experience misbehaviors using an array of easy-to-understand, color-coded datapoints, available right from within ServiceNow, powered by **Experience Management**.

- **Triage** using the integrated **Workspace ONE Assist** remote support tool to accurately assist end-users in real-time.

- **Fix** by leveraging **Workspace ONE UEM remediation actions** and **Freestyle Orchestrator workflows** from within **ServiceNow** (e.g., request logs, reboot, re-install apps & scripts, etc.).
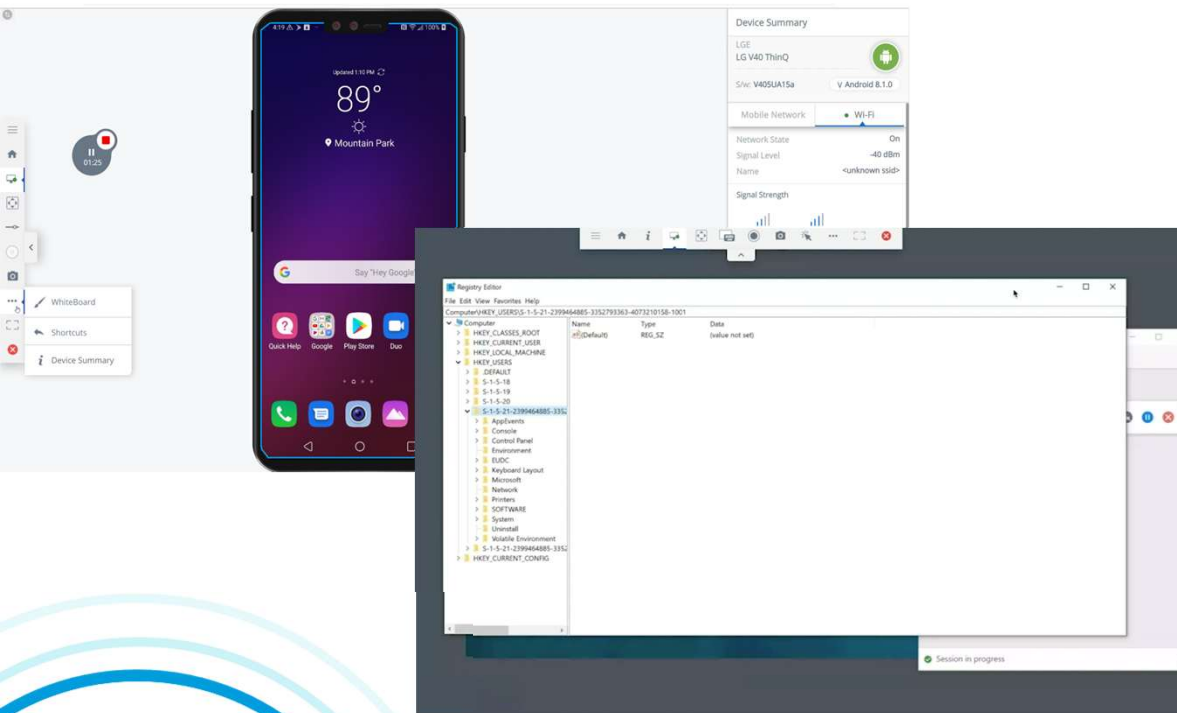
ITSM connector

Remote Support for Workspace ONE and Horizon

Empower Employees Across the Device and App Lifecycle

Workspace ONE Assist	Workspace ONE Assist for Horizon

- View or control devices in real-time to quickly **troubleshoot and fix** device, network, or app issues with file and task management tools

- Highlight items and guide employees through various tasks with **Screen Draw**

- **Enhanced privacy** for knowledge workers

- **Unattended access** for corporate owned or kiosk devices (Android, Windows desktop, macOS, Windows CE and Linux)

- **Record** remote sessions for training

Remotely support employees with **physical device issues**, directly from the **Workspace ONE console,** and those with **virtual desktop issues** from the **Horizon Universal console**.

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Accelerate and improve decision-making with Omni AI assistant

Omni

Interpret and route natural language questions using a conversational interface
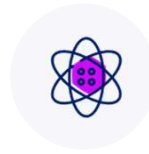
Knowledge Search for in-product help / tips

Data Search to surface Intelligence data

Omni present across UEM, Horizon, Intelligence, and Omnissa Connect consoles

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Merci!

Des questions ? Contactez-nous :
it-forum.ch@bechtle.com