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IT INSIGHTS FROM **TODAY'S FRONTLINE ORGANIZATIONS** IT decision-makers reveal top

frontline worker trends and challenges in a global survey.



WHAT DEVICES DO THEY RELY ON TO BOOST WORKER PRODUCTIVITY AND IMPROVE CUSTOMER EXPERIENCES?

task or service workers who must report to a jobsite or are out in the field.



24%

27%

FRONTLINE DEVICES Includes shared corporate-owned

TRADITIONAL

smartphones, rugged handheld computers, and barcode scanners



Includes assisted reality smartglasses and AR or **VR** headsets





CORPORATE-OWNED, **PERSONALLY ENABLED** (COPE) DEVICES **IOT**

BRING-YOUR-OWN

(BYO) OR



28%

and cameras





ффф

TOP BUSINESS

WHAT CHALLENGES DO THEY FACE?

CHALLENGES

79% Analytics and

Automation

66%

and

Customization

65%

Security

65% Only 22% of organizations are satisfied with their current ability to provide a positive DEX. Device Effective Configuration Remote

and Support

64%

Multiple Solutions

Across Deployments

61% Digital Workspace **That Meets** Monitoring

Requirements of

Hourly Workers

61%

Digital Employee

Experience (DEX)

TOP WORKER

CHALLENGES

CHALLENGES

TOP IT

Device or App Downtime

75%

Inconsistent Insufficient **Experiences Across** Devices and Apps IT Support

Other common IT challenges cited included integrating with new or existing technologies and supporting specific workflows.

74% Other common worker challenges cited included lack of communication and collaboration, connectivity issues, insufficient training, and inefficient shift scheduling processes.

HOW ARE THEY

MOBILE

PRINTERS

62%

WEARABLES

75%

DIGITAL



39% **53%**

INTERACTIVE KIOSKS

OR DIGITAL SIGNAGE

41%

IOT

RESPONDING TO THESE CHALLENGES?

deployments over the next 2 years.

TRANSFORMATION

Digital technologies remain key to boosting

productivity, with 38 percent of organizations planning on expanding their existing device





65% SAID THE IMPORTANCE OF BYO AND COPE HAS INCREASED IN THE LAST 2 YEARS Today, 65% of organizations have a BYO policy and 49% support COPE devices – 97% of which claimed had significantly helped them attract and retain skilled workers.

BYO and COPE enable organizations to quickly

boost employee productivity, efficiency, and engagement; decrease training, hardware, and support costs; and foster a positive workplace culture that attracts and retains top talent.



shift-based access control, so IT can selectively restrict access to sensitive corporate content on devices when employees aren't on the clock.

Optimization

Efficiency

and Operational

30%

60% STRUGGLE TO SUPPORT BYO AND COPE

COPE and BYO for frontline workers often

require additional management features, like

82% 45%

Security

Digital Employee Experience (DEX)

EMPLOYEE

EXPERIENCE

An optimal Digital Employee Experience (DEX)

across devices is critical for growth and

innovation. A positive DEX enables

organizations to attract and retain skilled workers. How? Invest in technologies that improve employee engagement, communication, and collaboration. **TOP BUSINESS PRIORITIES**

Organizations are focused on employee sentiment tracking and analytics, supporting BYO and/or COPE, enabling single sign-on (SSO), and improving

41%

40%

employee training and scheduling as part of their DEX strategy.

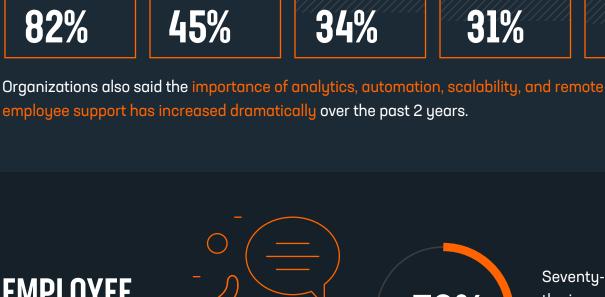
Insights and Analytics

to Proactively Monitor

Device Configuration

and Customizations

and Remediate



Employee

Productivity

Seventy-six percent say **76%** the importance of DEX has increased in the past 2 years.

Customer

Satisfaction

and Retention

31%

Twenty-two percent are

organization's current

satisfied with their

ability to provide a

positive DEX.

Customized and Actionable

Delivering a Digital Workspace with Unified Content and Apps

Automated

Workflows

Notifications and Communications

42% Self-Service and Remote Support

40%

78% REMOTE SUPPORT IS KEY TO A POSITIVE DEX

Seventy-eight percent say the importance of remote employee support has increased dramatically in the last 2 years.



WORKSPACE ONE UEM

A UEM strategy enables businesses to consolidate existing management silos, cut costs, improve security, and scale to

meet changing market demands.

82%

Workspace ONE® is the only UEM solution on the market consistently recognized by industry analysts with enterprise-grade solutions built for frontline worker use cases.

DISCOVER HOW YOU CAN EMPOWER YOUR FRONTLINE WORKERS WITH **WORKSPACE ONE®**

for. Let's build your future together.

THIS IS INNOVATION AT WORK

with Broadcom to acquire the EUC Division. Learn more about the pending acquisition.

(EUC).

and/or its subsidiaries



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Build a smarter, more secure end-user computing toolkit with EUC by Broadcom and SHI. For your team: a state-of-the-art, seamless experience. For you: procurement support, reduced overall IT costs, and strategic guidance tailored to your unique challenges and requirements. Put our decades of technical experience and know-how to work, and streamline and simplify your digital transformation.

The cutting-edge technology you need. The expertise you can trust. The value you're looking

On November 22, 2023, Broadcom Inc. completed its acquisition of VMware, Inc., and on December 7, 2023, Broadcom CEO Hock Tan announced his intention to divest the End-User Computing Division

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Global investment firm KKR announced on February 26, 2024, that it has signed a definitive agreement

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