

IT INSIGHTS FROM TODAY'S FRONTLINE ORGANIZATIONS

IT decision-makers reveal top frontline worker trends and challenges in a global survey.



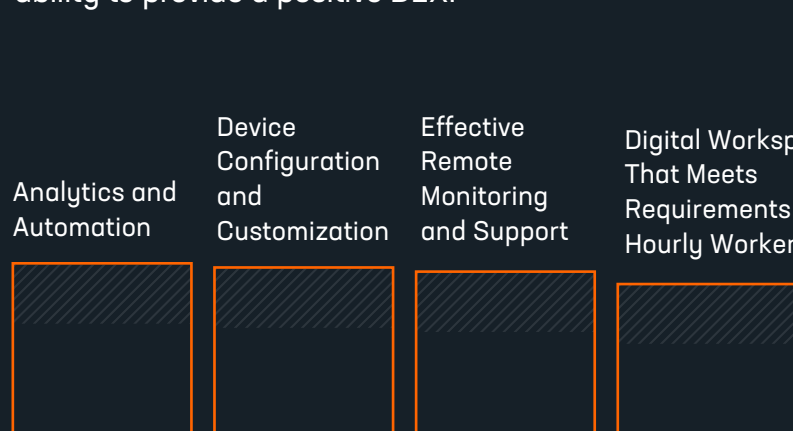
Frontline workers, who make up the majority of the global workforce, are shift-based task or service workers who must report to a jobsite or are out in the field.

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



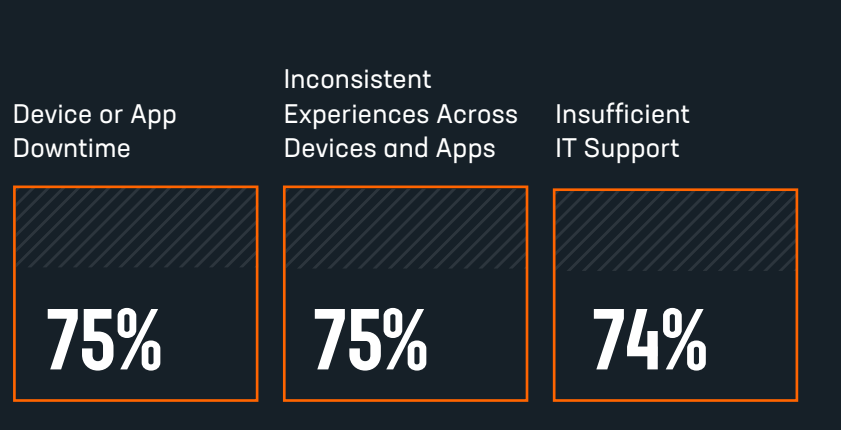
WHAT CHALLENGES DO THEY FACE?

TOP BUSINESS CHALLENGES



Only 22% of organizations are satisfied with their current ability to provide a positive DEX.

TOP IT CHALLENGES



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

TOP WORKER CHALLENGES



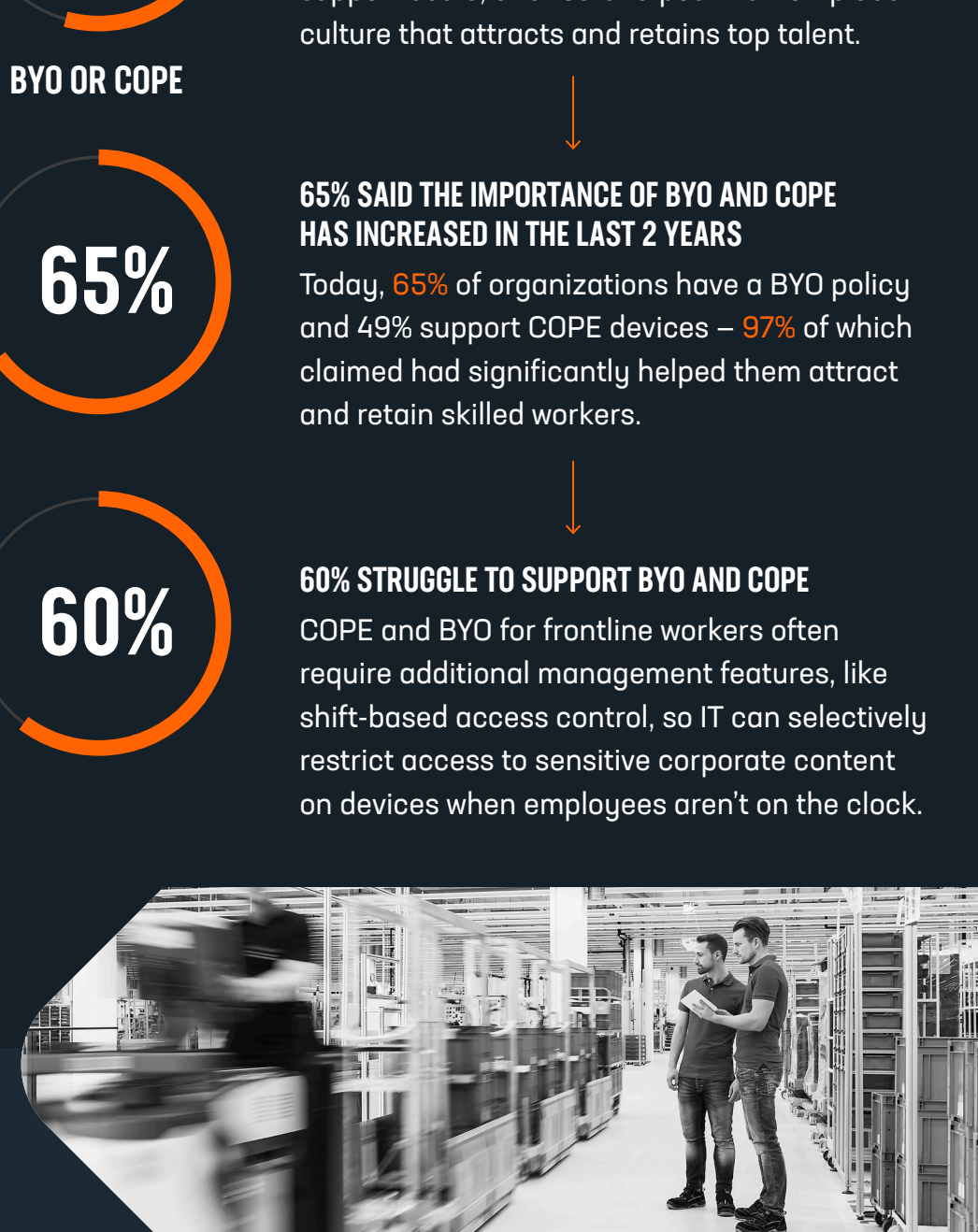
Other common worker challenges cited included lack of communication and collaboration, connectivity issues, insufficient training, and inefficient shift scheduling processes.



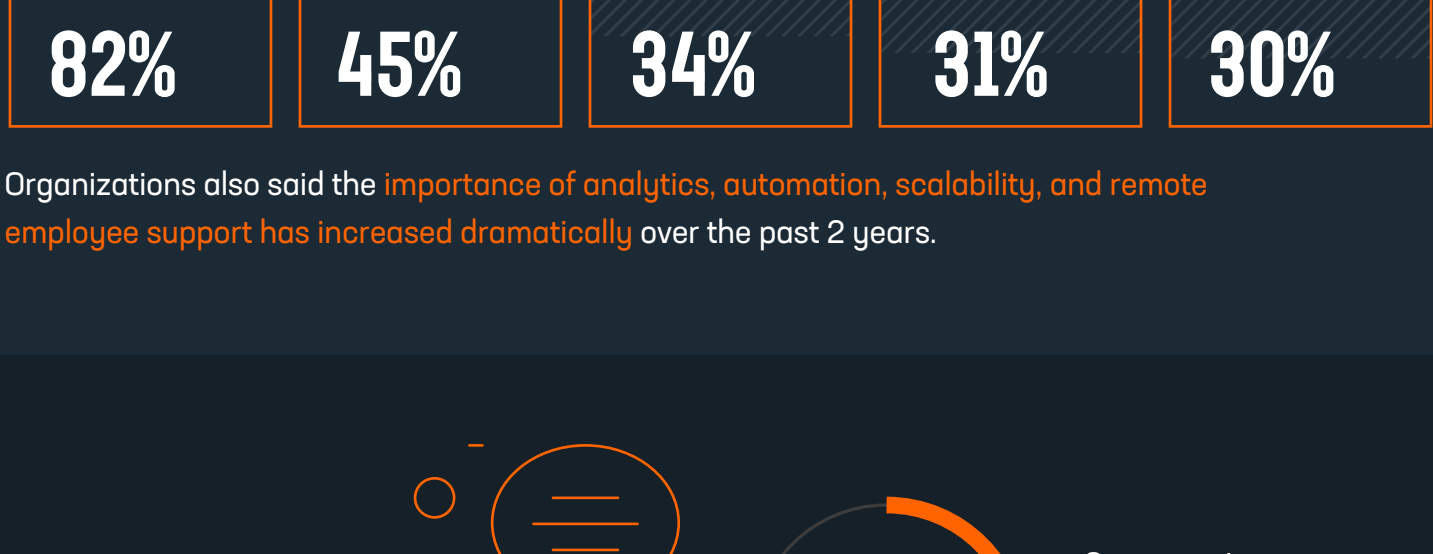
HOW ARE THEY RESPONDING TO THESE CHALLENGES?

DIGITAL TRANSFORMATION

Digital technologies remain key to boosting productivity, with 38 percent of organizations planning on expanding their existing device deployments over the next 2 years.



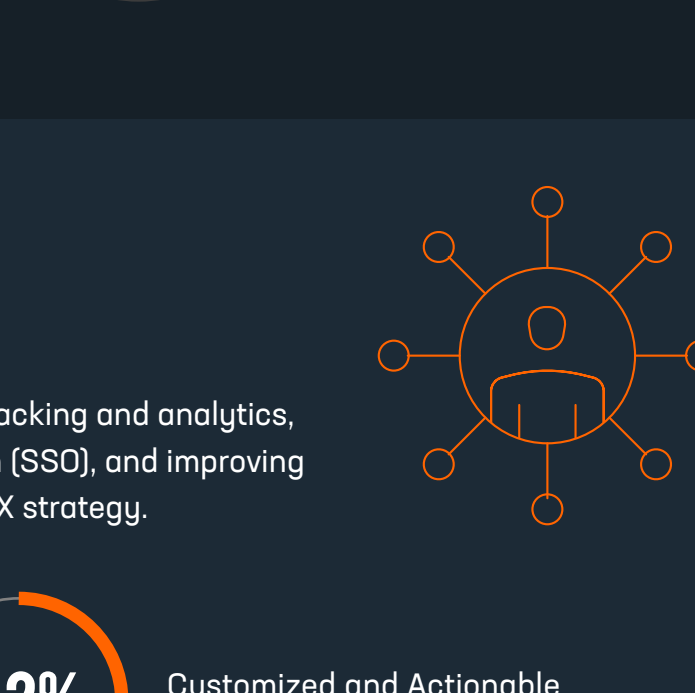
TOP BUSINESS PRIORITIES



Organizations also said the importance of analytics, automation, scalability, and remote employee support has increased dramatically over the past 2 years.

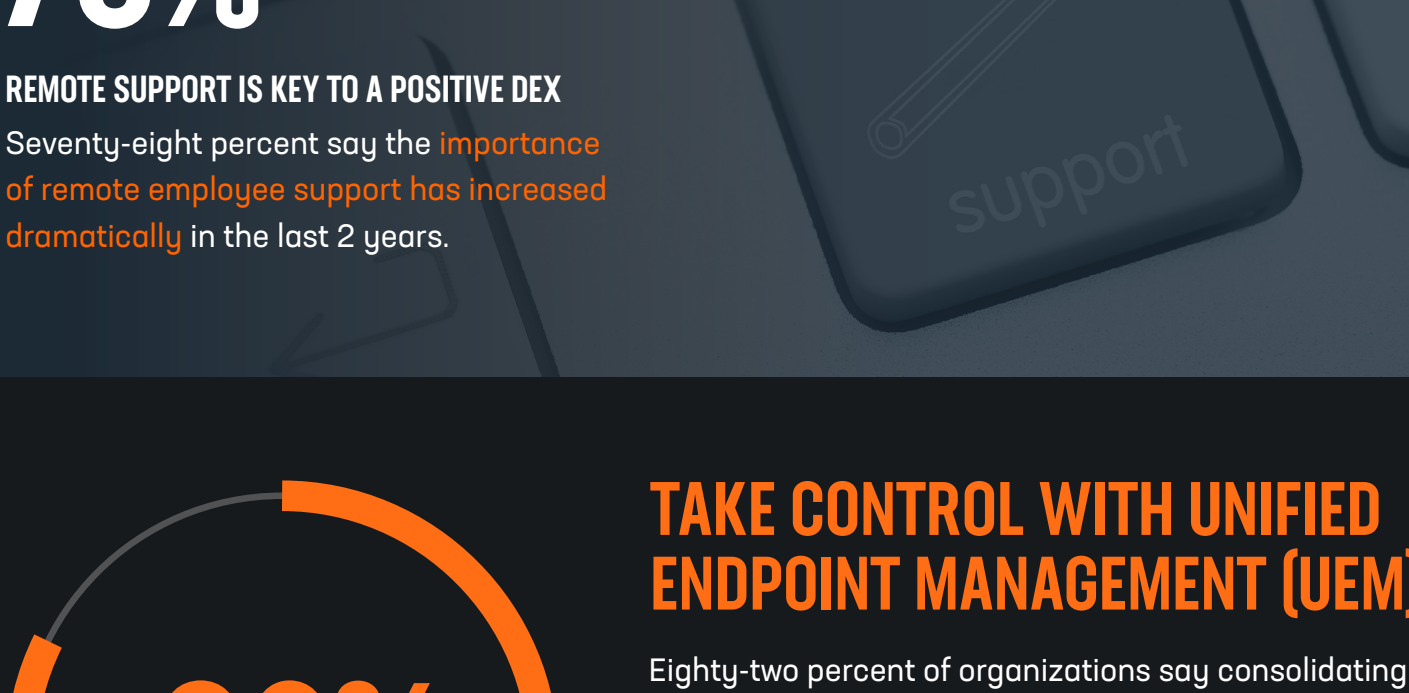
EMPLOYEE EXPERIENCE

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 employee training and scheduling as part of their DEX strategy.



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.

TAKE CONTROL WITH UNIFIED ENDPOINT MANAGEMENT (UEM)

Eighty-two percent of organizations say consolidating IT Service Management (ITSM) silos across deployments and having a single solution with integrated access control, management, security, analytics, automation, and remote support would greatly benefit their organization.

WORKSPACE ONE UEM

A UEM strategy enables businesses to consolidate existing management silos, cut costs, improve security, and scale to meet changing market demands.

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®

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POWER YOUR EUC WITH THE SHI + EUC BY BROADCOM PARTNERSHIP.

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 for. Let's build your future together.

THIS IS INNOVATION AT WORK