

vFORUM *2019*

## How VMware IT Consistently Delivered Delightful Colleague Experiences

Tang Lek Meng,

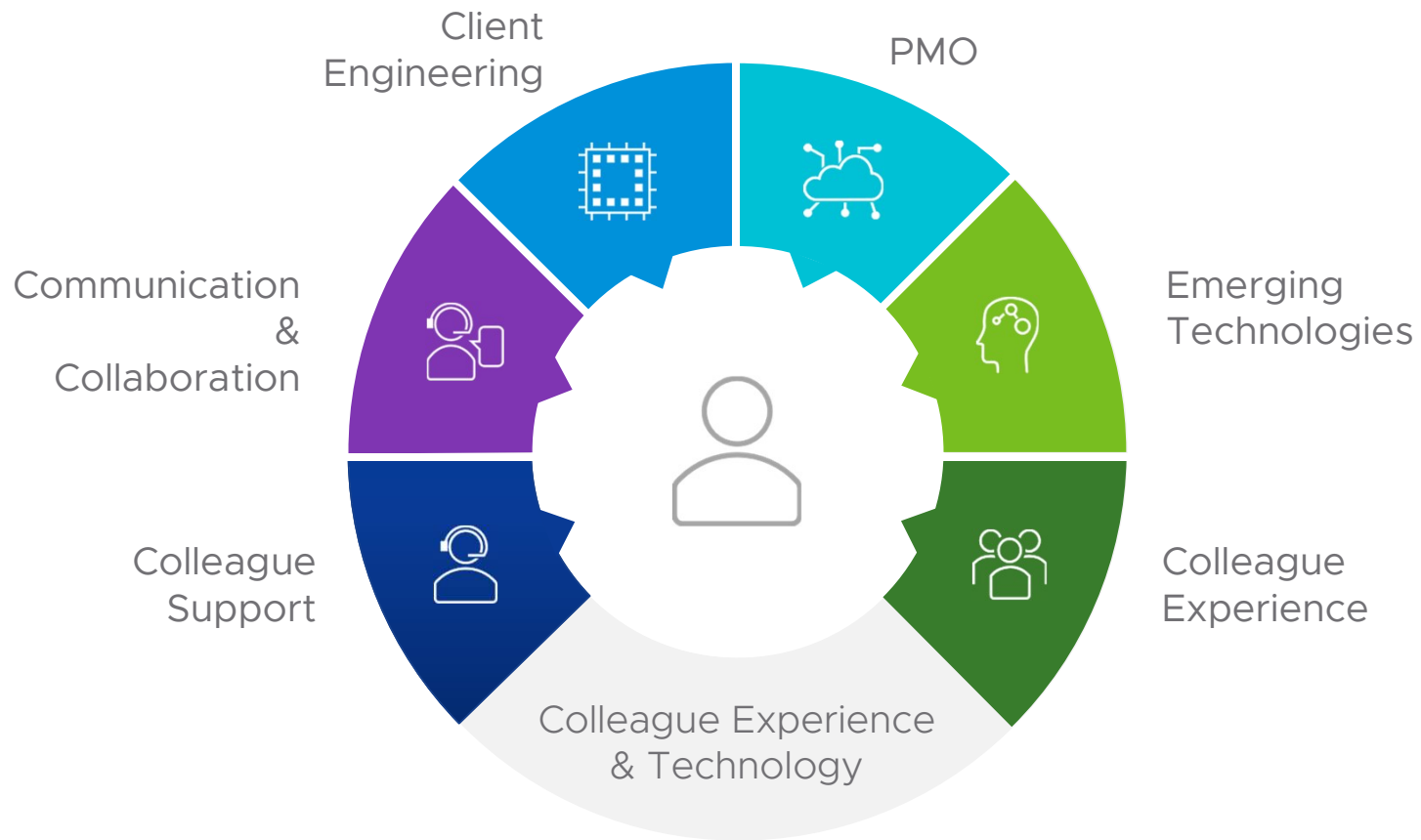
Senior Manager, Colleague Support, Asia Pacific and Japan, VMware

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Your  
Mark

## CET Mission Statement

Enabling our colleagues to do their best work by  
delivering a delightful technology experience

# CET Structure



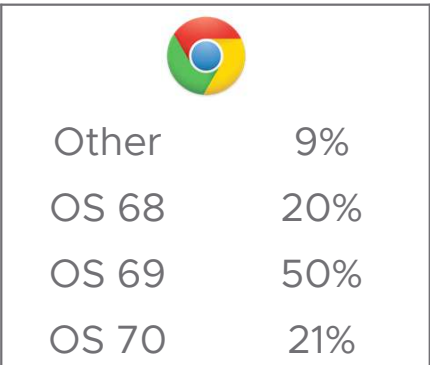
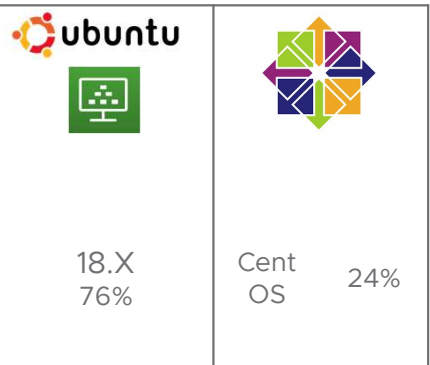
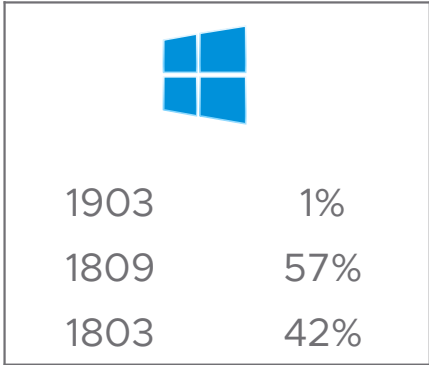
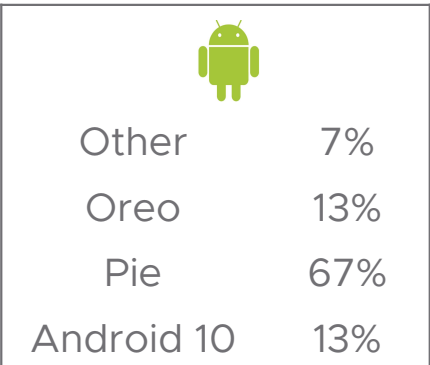
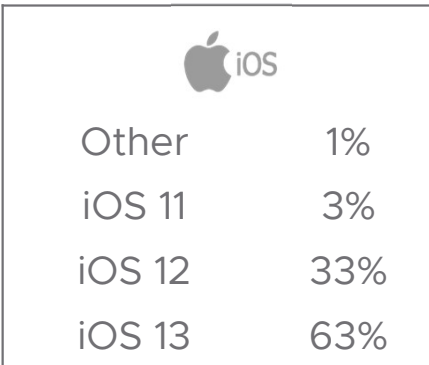
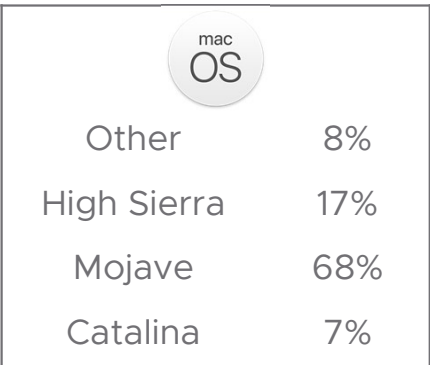
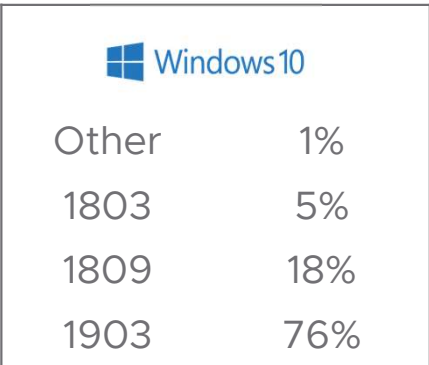
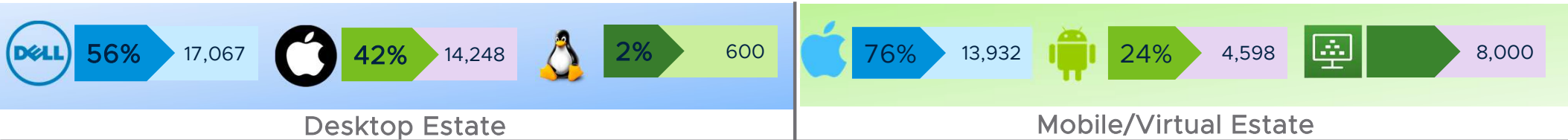
An aerial photograph of a wind farm is shown, with several white wind turbines scattered across a green landscape. The image is overlaid with a large, semi-transparent green and blue geometric shape that covers the left and top portions of the frame. The text 'Device Estate' is written in white on the blue part of the overlay.

# Device Estate



# Q3 Device Estate

Updated: 4 November 2019



An aerial photograph of a wind farm with several white wind turbines in a green field under a cloudy sky. The image is overlaid with a large, semi-transparent green and blue geometric shape that covers the left and top portions of the frame.

# Modernize IT Support

vmware®

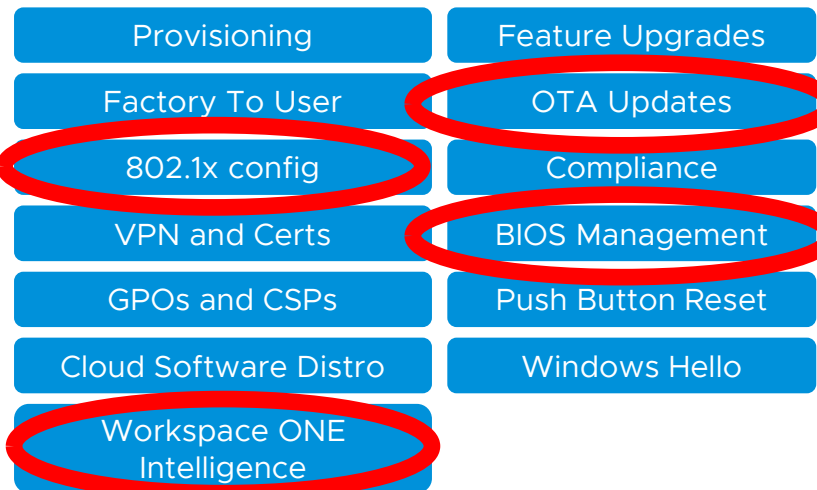
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# Modern Management

Make support Much Easier

Modern Management with Workspace ONE UEM

MODERN

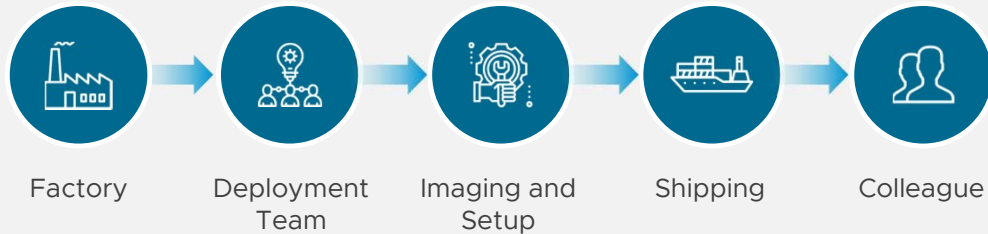


# Out Of Box Experience Provisioning

## Laptop Provisioning

Eliminate drop-ship straight to users

Past Approach



### Benefit to Colleagues:

- Employees productive day one
- Much faster delivery
- Ships from factory to user
- Self-service re-imaging

Current Approach



### Benefits to IT:

- Eliminate high touch PC setup
- Respond faster to colleagues in need
- No need to maintain image
- No need for pre-logout VPN



# Deploy your applications with ease

With only five easy steps



## Upload Content

Add the source files to WS1 console



## Details and Comments

Provide information and comments



## Deployment Options

Install command lines and settings



## Target your groups

Assign the application to the desired groups



## Report Results

Easy way to monitor and report results

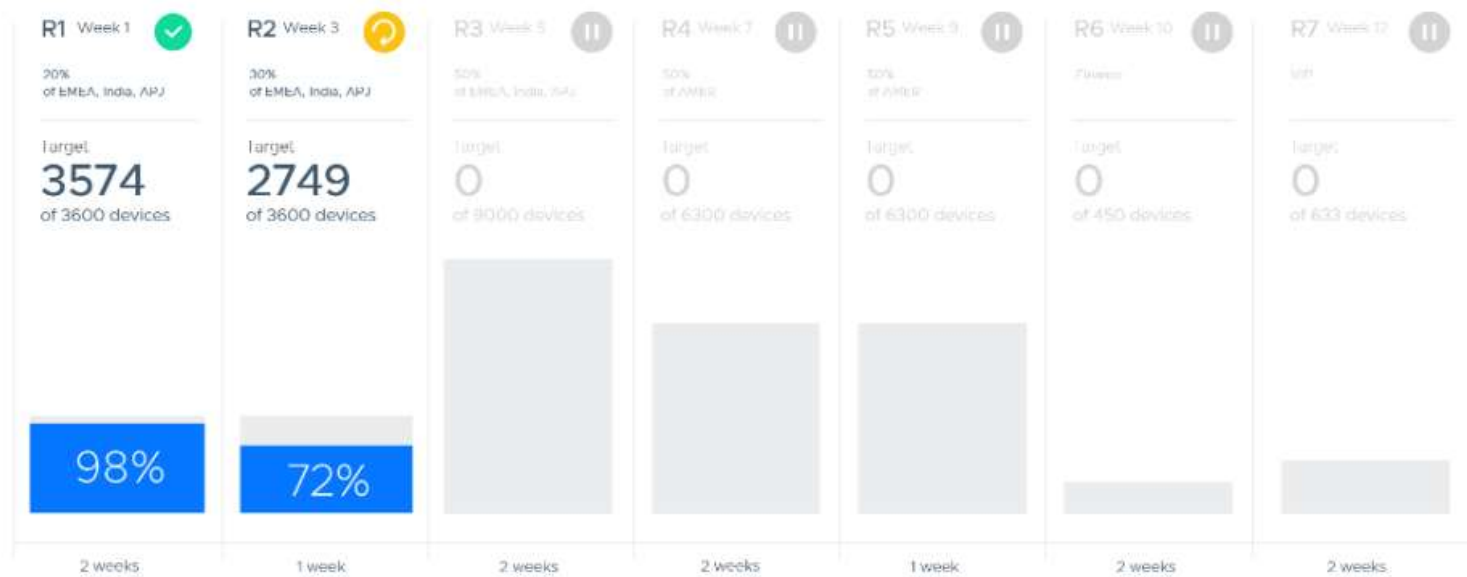
# Deployment Rings Framework – things to think about

## ONGOING DEPLOYMENTS

- Win 1809
- Zoom 4.45
- Mac 10.14
- Windows Hello for Business

## Win 1809

project status:  
24% complete



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Thank You!

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