AT&T Business

Help keep employees connected and protected virtually anywhere

VMware Workspace ONE™ from AT&T

Key market trends

The rapid adoption of modern applications (SaaS apps, mobile apps) coupled with the proliferation of powerful yet affordable mobile devices have introduced new challenges into the work environment.

The modern apps sit outside of the traditional corporate network and some have to be supported, and updated in addition to the existing portfolio of legacy/native and web apps that still consume significant IT resources. And, the growing proliferation of mobile apps also gives rise to inconsistencies in user experience, security posture, and support requirements that must be addressed to manage cost. In order to be productive whenever and wherever, employees have gone around the traditional rigid and old policy.

Organizations are facing the critical decision to either ignore these trends – at the peril of unintended security breaches – or embrace the new way of work using a new management framework.

What is Workspace ONE

VMware Workspace ONE™ (the Solution) is an enterprise platform that enables IT to deliver a digital workspace that empowers the workforce to more securely bring the technology of their choice – devices and apps – at the pace and cost the business needs. It begins with consumer simple, single sign on access to hosted, mobile, web and Windows apps in one unified catalog, and it includes powerfully integrated email, calendar, and files that engage employees.

Potential benefits

Workspace ONE enables you to improve experiences and tasks that were previously costly, time consuming, and resource intensive. With Workspace ONE, IT organizations can:

- Quickly onboard new employees with their needed apps and devices in under an hour, without tickets and help desk calls
- Set and enforce access and data policies across all apps, devices, and locations in one place
- Set up business processes from a mobile device with the ease of a consumer experience

Features

- Simple access to a personalized enterprise app catalog where users can subscribe to virtually any mobile, web, hosted or Windows app.
- Simplify application and access management by offering Single Sign-On (SSO) capabilities and support for multi-factor authentication.
- Can be used BYOD or corporate owned devices
- Highly secure productivity apps: mail, calendar, and documents
- Data security and endpoint compliance with conditional access

Employees are put in the driver's seat to choose their own devices or benefit from employer provided devices with the ability for IT to enforce fine-grained, risk-based conditional access policies that also take into account device compliance information delivered using VMware Unified Endpoint Management technology.

Finally, Workspace ONE automates traditional onboarding and laptop and mobile device configuration, and it delivers near real-time application lifecycle management that bridges from legacy enterprise client-server apps to the mobile-hosted era.

	Use Case Focused Offerings			Cross-Platform Offerings	
Features	**MDM Essentials**	**Modern Management Essentials**	**Remote Work Essentials**	**Standard**	**Advanced**
Type of workspace	Mobile Devices only	Desktops and laptops only	Modern Management Essentials + Workspace ONE Assist	Basic Cross-Platform Device Management	Advanced Desktop Management with secured Mobile Apps
Mobile Device Management	•			•	•
Modern Desktop Management		•	•	•	•
Advanced Desktop Management		•	•		•
Hub Services for UEM notifications	•[1]	•	•	•	•
Hub Services with integration into Access[2]		•	•	•	•
Workspace ONE Access		•	•	•[3]	•
Conditional Access		•	•	•	•
Workspace ONE Intelligence with basic PC management automation[4]		•	•		
Workspace ONE Productivity Apps[5]					•
Workspace ONE Assist	Add on	Add on	•	Add on	Add on
For a detailed feature matrix by edition, click here.					

1. UEM notifications only. Third-party and actionable notifications with mobile flows, SSO for SaaS, and virtual apps requires Workspace ONE Access, which is not included in Workspace ONE MDM Essentials.
2. Third-party and actionable notifications with mobile flows, SSO for SaaS, and virtual apps requires Workspace ONE Access.
3. Includes limited Workspace ONE Intelligence features for PC management automation (e.g., patching and CVE automation, compliance with Sensors, etc.).
4. SEG included in Workspace ONE Standard is limited to native mail clients.
5. Workspace ONE Productivity Apps and features include VMware Workspace ONE Web, Content, Boxer, Send, Tunnel, PIV-d Manager, App Wrapping, and Telecom Management tools.

AT&T Professional Services

Implementation and AT&T Business customer support desk (CSD) is available for MDM Essentials, Standard, and Advanced offerings. One of the following implementation service fees is required for CSD.

- **Lite** or **Lite Plus** installation and training services for MDM Essentials
- **Premium** installation and training services for Standard
- **Premium Plus** installation and training for Advanced

Other installation options are available.

Customer Support Desk (CSD)*

Purchase of AT&T professional implementation service is required for CSD, which is provided by AT&T Business and is available to customers that have not previously purchase an UEM Solution from AT&T.

CSD service includes the following:

- Technical support
- MACD (moves, adds, changes, disconnects) administration
- Service Optimization

Monthly recurring charge (MRC) subscriptions to all VMware Workspace ONE™ editions include a license plus CSD Support.

Remote Administration Support Plan (optional)

The Remote Administration Support Plan provides a higher level of managed technical support from certified AT&T-provided technicians.

The Remote Administration Support Plan (available at an additional cost) is designed for organizations with minimal internal support and mobile expertise. A UEM consultant will be assigned to you and will provide additional benefits beyond CSD support. The Remote Administration Support Plan includes:

- Daily, ongoing configuration and lifecycle administration of the managed service on your behalf
- An assigned Unified Endpoint Management Consultant (UEMC), a trusted advisor trained to provide proactive recommendations and ongoing consultation on UEM design, implementation, and administration
- Advanced security and policy remote administration
- A trained and experienced support staff with cross-solution expertise with UEM, OEM, OS, and application platforms (CCNA, CCNP, MCSA, CISSP)
- Ability to update security policies and authorize device configurations
- Annual performance health checks

VMware Workspace ONE- Cloud Monthly Pricing

Product	Price per device per month	Price per user per month
MDM Essentials	$3.00	$5.40
Modern Management	$5.50	$9.90
Remote Work Essentials	$5.80	$10.44
Standard	$3.50	$6.00
Advanced	$5.50	$10.00

User subscriptions may be deployed on up to 5 Devices. Additional pricing options available, contact us here or contact your Account Manager for details.

VMware Workspace ONE: On-premise

Contact us here or contact your Account Manager for pricing options and details.

* AT&T will not provide technical support to end users and will not provide technical support for applications and/or content that Customer chooses to distribute and are not included in the Solution's feature list.

VMware Workspace ONE™ Product Brief Important Information General: Workspace ONE as described in this product brief (the Solution) is available only to eligible customers with a qualified AT&T agreement "Qualified Agreement"). The Solution is subject to (a) the terms and conditions found at https://www.vmware.com/download/eula/universal_eula.html (Additional Product Terms); (b) the Qualified Agreement; and (c) applicable Sales Information. (For government customers, any Additional Product Terms not allowable under applicable law will not apply, and the Qualified Agreement will control in the event of any material conflict between the Qualified Agreement and the Additional Product Terms. Except for government customers, Customer must accept the Additional Product Terms on behalf of its end users. Any service discounts, equipment discounts, and/or other discounts set forth in the Qualified Agreement do not apply to the Solution. The Solution may not be available for purchase in all sales channels or in all areas. Additional hardware, software, service and/or network connection may be required to access the Solution. Availability, security, speed, timeliness, accuracy and reliability of service are not guaranteed by AT&T.

Requirements; Technical Information: The Solution is available for use with multiple network service providers and its functionality is limited to certain mobile devices and operating systems. A list of the compatible devices and operating systems is available by contacting an AT&T Account Executive or visit www.att.com/mdm. For users subscribed to AT&T wireless service, activation of an eligible AT&T data plan with short message service (SMS) capabilities is required. For users of the Solution with devices subscribed to non-AT&T wireless providers, Customer is responsible for ensuring that its applicable end users and the Solution comply with all applicable terms of service of such other wireless carrier(s). All associated voice, messaging and data usage will be subject to the applicable rates and terms of such other wireless carrier(s). Refer to applicable wireless carrier(s) for such rates, terms and conditions. The Solution's administrative interface is accessed via a Web portal and requires a browser with Internet connection. AT&T reserves the right to (i) modify or discontinue the Solution in whole or in part and/or (ii) terminate the Solution at any time without cause. All fees paid for the Solution are non-refundable. A minimum of 20 Solution subscriptions is required for an initial order.

Reservations: AT&T reserves the right to perform work at a remote location or use, in AT&T's sole discretion, employees, contractors or suppliers located outside the United States to perform work in connection with or in support of the Solution. Any warranties related to the Solution that can be passed through under law will be passed through to Customer by AT&T. Use of the Solution requires download of application software to user devices from an app store or from a third-party site. AT&T is not licensing or furnishing the software. For government customers, the following applies to the extent not in conflict with the Qualified Agreement: (i) ALL SOFTWARE IS PROVIDED BY AT&T TO CUSTOMER ON AN "AS IS" BASIS; (ii) AT&T disclaims all remedies for claims of infringement by a third party based upon or arising out of Customer's or end users' use of the Solution, and (iii) Customer's sole and exclusive remedy for any damages, losses, costs and expenses arising out of or relating to use of the Solution will be termination of service. For all other Customers: (i) VMware, not AT&T, is responsible for any warranty terms and commitments; (ii) ALL SOFTWARE IS PROVIDED BY AT&T TO CUSTOMER ON AN "AS IS" BASIS; (iii) AT&T disclaims all remedies for claims of infringement by a third party based upon or arising out of Customer's or end users' use of the Solution; and (iv) Customer's sole and exclusive remedy for any damages, losses, costs and expenses arising out of or relating to use of the Solution will be termination of service.

Use of Solution Outside the U.S.: For government customers, see your account representative for additional information regarding use of the Solution outside the US. For other Customers, see the Country Specific Provisions in the Solution Service Guide located at http://serviceguidenew.att.com/sg_flashPlayerPage/VMWCLD.

Data Privacy: Customer Personal Data may be transferred to or accessible by (i) AT&T personnel around the world; (ii) third parties who act on AT&T's or AT&T's supplier's behalf as subcontractors; and (iii) third parties (such as courts, law enforcement or regulatory authorities) where required by law. Customer will only provide or make Customer Personal Data accessible when Customer has the legal authority to do so and for which it has obtained the necessary consents from its end users, and will camouflage or securely encrypt customer Personal Data in a manner compatible with the Solution. As used herein, the term Customer Personal Data includes, without limitation, name, phone number, email address, wireless location information or any other information that identifies or could reasonably be used to identify customer or its end users. Customer is responsible for providing end users with clear notice of AT&T's and Customer's collection and use of Customer Personal Data obtained via the Solution, including, without limitation, end user device location information, and for obtaining end user consent to that collection and use. Customer may satisfy its notification requirements as to AT&T by advising end users in writing that AT&T and its suppliers may collect and use Customer Personal Data by providing for end user review the relevant links to the product brief or other sales information that describes the Solution and to AT&T's Privacy Policy at http://www.att.com/gen/privacy-policy?pid=2506.

About AT&T Cybersecurity

AT&T Cybersecurity's enterprise-grade technologies provide phenomenal threat intelligence, collaborative defense, security without the seams, and solutions that fit your business. Our unique, collaborative approach integrates best-of-breed technologies with unrivaled network visibility and actionable threat intelligence from AT&T Alien Labs researchers, Security Operations Center analysts, and machine learning — helping to enable our customers around the globe to anticipate and act on threats to protect their business.