



omnissa®

Rethinking IT management for frontline environments

Adopting a more unified,
experience-first approach
to managing frontline IT.



As the use of AI accelerates across industries, roles that rely on human-to-human interaction are becoming more valuable.

In many organisations, competitive advantage is increasingly delivered from the frontline, where employees interact directly with customers, provide services and represent the brand. Yet despite its growing importance, technology at the frontline has often been managed separately to the rest of the estate. As this segment of the workforce becomes more important, organisations must rethink how they manage and maintain frontline devices to maximise productivity, boost customer services and maintain competitive edge.

When it comes to IT management, frontline devices have often been neglected, sitting outside standard enterprise IT practices and managed by point solutions. This has created challenges around security, support and scalability. Amidst growing concerns around frontline worker talent attraction and retention, organisations are increasingly keen to support these employees with a more modern approach to technology and a stronger focus on digital employee experience (DEX).

Computacenter and Ommissa help organisations address these challenges. We help bring frontline devices back under control, gaining the visibility, management capabilities, and support organisations need to empower employees and unlock the full value of their frontline workforce.



Ommissa Workspace ONE for the frontline

Ommissa Workspace ONE is a market-leading platform for modern management. By integrating access control, application management and unified endpoint management (UEM) in a single solution, Workspace ONE makes it easier for IT organisations to manage their diverse frontline assets – regardless of vendor or operating system.



The realities of managing frontline devices

Managing frontline devices brings a distinct set of challenges.

Unlike traditional office-based endpoints, these devices operate in fast-paced, high-pressure environments where downtime isn't just inconvenient, but can directly affect customer experience, revenue and brand perception. To keep frontline workers productive, organisations need to consider these challenges:

1 Constant device use

Frontline devices are expected to perform throughout long shifts, often in physically demanding settings such as retail floors, warehouses or healthcare environments.

This means they must offer exceptional resilience and reliability, withstanding intensive daily use while continuing to operate smoothly, regardless of the conditions.

At the same time, user interaction with technology needs to be effortless. Frontline workers don't always have the time to navigate complex systems; they need intuitive interfaces and responsive applications that allow them to complete tasks quickly while staying focused on the customer or patient.

2 Shared access and limited onsite support

Frontline employees frequently share devices across shifts, which introduces additional complexity, as each user must be able to access the right applications, settings and data quickly.

Delays in logging in or configuring devices can result in lower productivity, lost sales and poor customer or patient care.

Compounding this issue is the limited presence of IT teams at the frontline. Many environments lack on-site technical support, so problems often go unresolved for longer periods. Without immediate assistance, even minor technical issues can escalate into significant operational disruptions.



3 Maintenance, visibility and device lifecycles

Keeping devices operational requires effective maintenance and power management. Ensuring devices are charged, updated and functioning properly is critical, yet often difficult to enforce consistently across dispersed locations. A single uncharged or malfunctioning device can interrupt workflows, impact service delivery and leave users frustrated.

Devices can also be easily misplaced, underutilised or forgotten altogether. Without visibility into device health, usage and location, organisations risk continuing to rely on outdated or underperforming hardware. This lack of lifecycle management not only affects performance but can also increase long-term costs.

Application management adds another layer of complexity. Frontline roles often depend on specialised applications that must be regularly updated and optimised. Organisations must balance ensuring consistent access to the right tools with minimising disruption to operations.

4 Security and operational risk

Security and compliance remain a high priority, but they are much more complex at the frontline.

Devices must be kept up to date with patches and protections across distributed environments to defend against evolving threats.

When frontline devices are impacted by a security breach, organisations can quickly face reduced productivity, poorer customer experiences and disruptions to day-to-day operations – not mention the effect on brand reputation. In environments where every interaction matters, even small gaps in device management can have significant business implications.



Building a more resilient approach to frontline IT

To address the operational, security, and support challenges associated with frontline technology, organisations need a strategy to bring greater visibility, automation, and consistency to their device estate. With tools that can centralise and automate processes, such as Ommissa Workspace ONE, organisations can begin to bring frontline devices under control while improving experiences for both employees and IT teams.



Designing device management for shared, shift-based work

Frontline environments depend heavily on shared devices, so they need to be correctly enabled for shared, shift-based use. This means providing fast, frictionless access to the right tools at the start of every shift, without manual configuration or delays.

Workspace ONE capabilities such as zero-touch provisioning, self-service app access and password-less authentication allow workers to “check-in” to a device and become productive immediately. Just as importantly, automated “check-out” processes ensure that access, data and sessions are securely cleared at the end of each shift. This not only improves efficiency but also reduces risk in environments where devices frequently change hands.





Embedding visibility into everyday operations

Without full visibility of their frontline devices, organisations have to offer reactive support models, as they're only aware of and able to address issues after they disrupt operations. But this doesn't have to be the case.

With modern solutions for unified endpoint management such as Workspace ONE, organisations can continuously monitor their devices and enable data-driven decision-making. By leveraging real-time telemetry, event logging and device check-in reporting, organisations can track usage patterns, identify underperforming assets and detect potential issues before they escalate. This level of visibility allows IT teams to shift from firefighting to proactive optimisation, ensuring devices remain available, high-performing and aligned with operational needs.

Balancing seamless access with strong security while improving DEX

At the frontline, employees need instant access to their devices and applications, but organisations need to balance speed of access with strong security to protect data and safeguard compliance.

Workspace ONE offers a modern approach to security and access management, with conditional access policies, continuous compliance checks and real-time threat detection to ensure only trusted users on secure devices can access sensitive resources. At the same time, single sign-on and certificate-based authentication remove friction from the user experience, allowing employees to move between tasks without repeated logins.

Digital employee experiences can also be enhanced with Workspace ONE's self-service features, along with the ability to share updates with frontline users, capture insights, and continuously improve their experiences. These capabilities help frontline workers feel better informed and more valued, driving higher engagement and satisfaction.



Unifying management across diverse environments

Frontline estates are often diverse, spanning multiple device types, operating systems and ownership models. Managing this complexity with fragmented tools can lead to inconsistency, inefficiencies and increased overheads.

With a single, cloud-native solution such as Workspace ONE, organisations can unify endpoint management, enabling consistent policies, centralised control and automation across mobile devices, desktops and virtual environments. It also provides the flexibility to support different ownership models, from corporate-owned to bring-your-own, without compromising governance or user experience.

Enabling proactive lifecycle management

Improving frontline IT requires a shift from reactive maintenance to proactive lifecycle management. Devices should be continuously monitored, updated and optimised from the moment they are deployed through to retirement.

Workspace ONE automates device lifecycle management to make it simpler and more efficient. It handles processes from initial setup and configuration through to patching, application updates and decommissioning – reducing manual effort and minimising the risk of human error. Combined with performance insights, this allows IT teams to identify ageing or underperforming devices early and take action before they impact productivity. In addition, remote support capabilities enable IT teams to resolve issues quickly without needing a physical presence on-site.





Maximising success through partnership

Successfully transforming frontline IT needs more than just the right platform. Organisations need to ensure it is implemented, adopted and continuously optimised to deliver the most business value.

Given the operational complexity of frontline environments, organisations can benefit from working with an experienced partner such as Computacenter.

Computacenter and Omnisia together help organisations address the challenges of managing frontline technologies. We help bring devices back under control, gaining the visibility, management capabilities, and support organisations need to empower employees and unlock the full value of their frontline workforce. With extensive experience across the full spectrum of frontline environments, from retail and warehousing to health and social care environments, Computacenter understands the demands on frontline devices.

Combined with our in-depth expertise across iOS and Android ecosystems, we ensure solutions are aligned to the realities of day-to-day operations.

From enhancing employee experiences and improving device availability to strengthening security, Computacenter helps organisations leverage Workspace ONE to address their most pressing needs.

Our services include strategic advice, procurement, deployment, integration and ongoing optimisation so organisations can realise the full value of their frontline technology investments. We help accelerate time to value, reduce risk and ensure organisations' use of tools evolves to meet changing operational needs.



Enhancing user experiences and safeguarding services

With the growing importance of the frontline, organisations are rethinking how they manage frontline IT. Computacenter and Omnissa offer the expertise, capabilities, and tools to centralise and simplify device management. As a result, we help enhance user experiences, strengthen security, reduce costs and safeguard customer services.



Get in touch

To find out more about how Computacenter and Ommissa can help you transform IT experiences for frontline workers, please contact your Computacenter Account Manager, call **01707 631000** or email **enquiries@computacenter.com**



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