



omnissa®

5 ways to transform digital employee experiences at the frontline

Unlock greater efficiency, engagement
and service quality with a unified approach
to managing frontline devices with
Computacenter and Omnissa Workspace ONE.





Empowering the frontline with smarter device management

Frontline workers are often under pressure, operating in fast-paced environments where every interaction and task needs to be efficient.

They rely heavily on technology to serve customers, treat patients and keep operations running smoothly. When this technology fails – whether through slow performance, downtime or lack of access – it can have an immediate impact on employee engagement, productivity and service quality.

Despite this, many organisations still struggle to provide frontline teams with IT management and support that is reliable, consistent and efficient. Devices are frequently managed using disparate, point solutions that don't integrate well, creating unnecessary complexity for IT teams and an inconsistent experience for end users.

This fragmented approach makes it harder to maintain visibility, enforce security and respond quickly to issues. By working with Computacenter and Omnisia, organisations can adopt a more unified and strategic approach that better serves users, IT teams and the business.



Why Digital Employee Experience (DEX) matters

Digital Employee Experience (DEX) is the quality of an employee's interaction with workplace technology, from devices and applications to connectivity and support. For frontline workers, DEX is particularly important, as their ability to perform tasks, serve customers and stay productive depends heavily on fast, reliable and high-performing tools.

Here are five ways a more unified approach can transform the digital employee experience at the frontline, improving performance while simplifying IT management.

1 Maximise employee engagement with more personalised experiences

Frontline workers depend on technology that performs reliably and intuitively, even in dynamic and difficult environments. When devices are slow or perform inconsistently, users can quickly become frustrated. This not only impacts efficiency, but also engagement and motivation.

By working with Computacenter and Omnisia Workspace ONE, organisations can take a more user-centric approach to device management, ensuring frontline teams have access to the systems and applications they need, when they need them. For example, Workspace ONE features a comprehensive suite of built-in DEX capabilities, enabling organisations to measure, analyse and improve the quality of the user experience.

Using these features, organisations can gather real-time feedback from users, understand issues and respond proactively. In addition, with Workspace ONE, organisations can share updates with users on the frontline, capture insights and ensure employees feel informed and included, even when they're not based in the office.

Computacenter helps organisations engineer user experiences at the frontline that make them feel valued and help them work more effectively. Providing employees with these personalised digital experiences, well-managed devices and a proactive feedback loop improves engagement, job satisfaction and retention.



2 Boost productivity with faster onboarding and reduced downtime

For frontline teams, time is often critical. Delays caused by slow onboarding, device issues or system downtime can quickly disrupt operations, affect customer or patient services and reduce overall productivity. By working with Computacenter and Omnisia Workspace ONE, organisations can streamline onboarding with pre-configuration and zero-touch provisioning, ensuring employees are ready to work from day one, without the need for complex manual configuration or IT intervention.

Workspace ONE also simplifies secure check-in and check-out processes for devices, eliminating delays between shifts and allowing users to access the applications they need immediately, while single sign-on capabilities minimise friction when users need to move between applications. This centralised approach extends to managing issues across a diverse IT estate. With Workspace ONE offering greater visibility into device performance, organisations can identify potential issues before they escalate and support proactive lifecycle management by refreshing devices as they reach the end of their useful life.

This ensures that every device remains fit-for-purpose, reducing the likelihood of unexpected failures that disrupt workflows. When issues do occur, Workspace ONE's remote access and support features allow IT teams to troubleshoot and resolve problems quickly, without needing to physically retrieve the device. This is particularly valuable for distributed or mobile frontline workers, where delays in support can directly impact service delivery.

With its in-depth understanding of frontline challenges and needs, Computacenter helps organisations leverage these Workspace ONE capabilities to keep their users productive. By minimising downtime and accelerating issue resolution, employees can stay focused on their tasks rather than dealing with technical disruptions, which helps maintain productivity and consistent service levels.





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Increase IT efficiency and simplify security for better visibility and automation

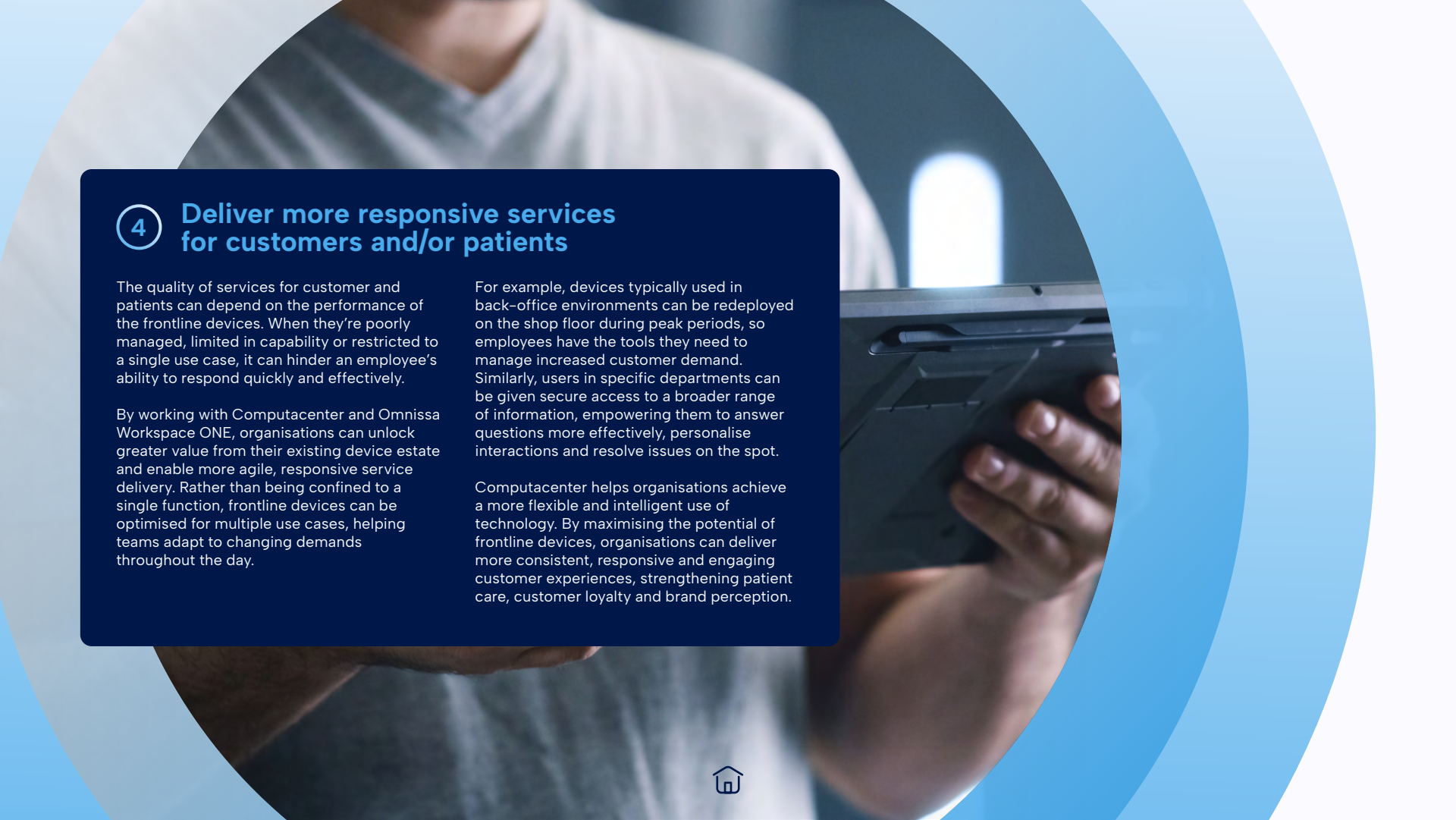
Managing frontline devices at scale can be complex and time-consuming, particularly when organisations rely on multiple tools or fragmented processes. Limited visibility, inconsistent support and gaps in security can increase risk, while placing additional pressure on IT teams. Organisations need to maintain control over disparate and diverse devices without adding to the workload.

By working with Computacenter and Omnisia Workspace ONE, organisations can take a more streamlined and proactive approach to device management and security. With real-time visibility across the entire device estate, IT teams can monitor, manage and support frontline devices with the same level of control as office-based endpoints.

Workspace ONE support Zero-Trust security and simplifies patch management with standardised, automated and timely patching against emerging threats. The solution allows IT teams to apply and enforce security policies at scale, enhancing compliance capabilities while reducing effort. In addition, built-in analytics and automation enable proactive remediation of potential issues. By identifying patterns and risks early, organisations can resolve problems before they impact users or operations, minimising disruption and improving reliability.

Computacenter helps organisations use Workspace ONE to establish a more efficient, centralised approach to IT management and security, so organisations can keep frontline devices performing at their best and protect data while reducing manual tasks for IT teams.





4

Deliver more responsive services for customers and/or patients

The quality of services for customer and patients can depend on the performance of the frontline devices. When they're poorly managed, limited in capability or restricted to a single use case, it can hinder an employee's ability to respond quickly and effectively.

By working with Computacenter and Omnisia Workspace ONE, organisations can unlock greater value from their existing device estate and enable more agile, responsive service delivery. Rather than being confined to a single function, frontline devices can be optimised for multiple use cases, helping teams adapt to changing demands throughout the day.

For example, devices typically used in back-office environments can be redeployed on the shop floor during peak periods, so employees have the tools they need to manage increased customer demand. Similarly, users in specific departments can be given secure access to a broader range of information, empowering them to answer questions more effectively, personalise interactions and resolve issues on the spot.

Computacenter helps organisations achieve a more flexible and intelligent use of technology. By maximising the potential of frontline devices, organisations can deliver more consistent, responsive and engaging customer experiences, strengthening patient care, customer loyalty and brand perception.





5 Maximise device investments by enhancing control

Frontline devices represent a significant investment, but without effective management, they can quickly become a source of unnecessary cost. Lost devices, frequent downtime and inefficient processes all contribute to higher operational expenses.

By working with Computacenter and Omnisia Workspace ONE, organisations can take greater control of their device estate and unlock cost savings. Improved visibility and tracking help reduce device loss, ensuring assets are accounted for and used more effectively throughout their lifecycle.

At the same time, better-performing, well-managed devices enable employees to work more efficiently. When technology is reliable and easy to use, staff can focus on their roles without interruption, increasing overall workforce productivity and reducing the hidden costs associated with delays and inefficiencies.

Computacenter and Workspace ONE also help organisations minimise device downtime and the associated loss of revenue. With proactive monitoring, faster issue resolution and remote support capabilities, organisations can keep devices operational for longer and avoid the costs of disruptions or replacements.

Together, these improvements create a more cost-efficient frontline environment. By reducing waste, decreasing downtime and ensuring devices deliver maximum value, Computacenter and Workspace ONE help organisations achieve a higher return on investment on their frontline devices.



Transforming frontline performance through better IT management

Frontline workers play a critical role in delivering day-to-day business outcomes, yet their technology experiences are often overlooked. By taking a more unified and strategic approach with Computacenter and Omnisia Workspace ONE, organisations can better support these employees with reliable, secure and flexible devices.

By adopting a more user-centric approach, organisations can deliver personalised experiences that enhance employee engagement. At the same time, faster onboarding and reduced downtime help to boost productivity and keep operations running smoothly.

Device management and security are also simplified through enhanced visibility and automation, enabling IT teams to operate more efficiently and proactively. With greater flexibility and control, organisations can deliver higher-quality services at the frontline, whether serving customers or patients, while maximising the value of their device investments.



Get in touch

To find out more about how Computacenter and Omnisia 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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