

Field Device Management for the Deskless Workforce

Manage your field devices more efficiently and empower your deskless workforce with Enterprise Technology Management (ETM)

In today's business landscape, the surge of deskless workers and field devices in essential industries such as healthcare, manufacturing, transportation, logistics, construction, retail and hospitality poses significant challenges for IT departments tasked with managing a diverse array of field technologies.

80% of the global workforce does not sit behind a desk to do their jobs ¹

75% of deskless workers use technology for most of their work time ²

60% lack satisfaction or see room for improvement in the tech they use ²

From special-purpose tablets and mobile phones, to point-of-sale systems, rugged devices and even drones, these devices are integral to daily operations and enhance customer experiences, improve service levels and drive innovation in field environments.

Effectively managing, securing and optimizing these devices is essential, as failure to do so can result in serious operational, security, and financial risks. While 70% of the 2.7 billion deskless employees believe that more tech would help them do their jobs better¹, they feel insufficiently supported in the technology they currently use.

Managing a vast fleet of field devices introduces several unique challenges for IT departments, such as:

- **Lifecycle Management:** Managing the lifecycle of various field devices, from provisioning for new employees, tracking their location, and de-provisioning and retiring at end of life or employee offboarding.
- **Security and Updates:** Ensuring up-to-date security across diverse devices and operating systems, along with safeguarding sensitive data.
- **Compliance Management:** Navigating evolving industry regulations and ensuring all devices comply with relevant regulations, standards and company policies.
- **Support and Experience:** Providing timely support and robust remote troubleshooting for a wide array of devices to ensure employee productivity and optimal experience

Challenges

- Devices not tracked or regularly updated increase the risk of malware and cyberattacks
- Non-compliance with regulations can lead to legal repercussions and fines
- Outdated or malfunctioning devices can drastically reduce employee productivity
- Poor lifecycle management often results in unnecessary purchases and inefficiencies
- IT departments bogged down with maintenance divert resources from other projects

Benefits

- Automation boosts efficiency, streamlines device management, and reduces downtime, freeing IT for other tasks
- Enhanced security against cyber threats through policy enforcement, timely updates, and continuous monitoring
- Improved compliance with regulatory requirements, data privacy and protection standards
- Cost savings through proactive maintenance, better utilization and rightsizing purchases
- Better employee experience and customer satisfaction, fewer technical glitches with reliable, well-managed field devices

Elevate your deskless workforce with effective field device management

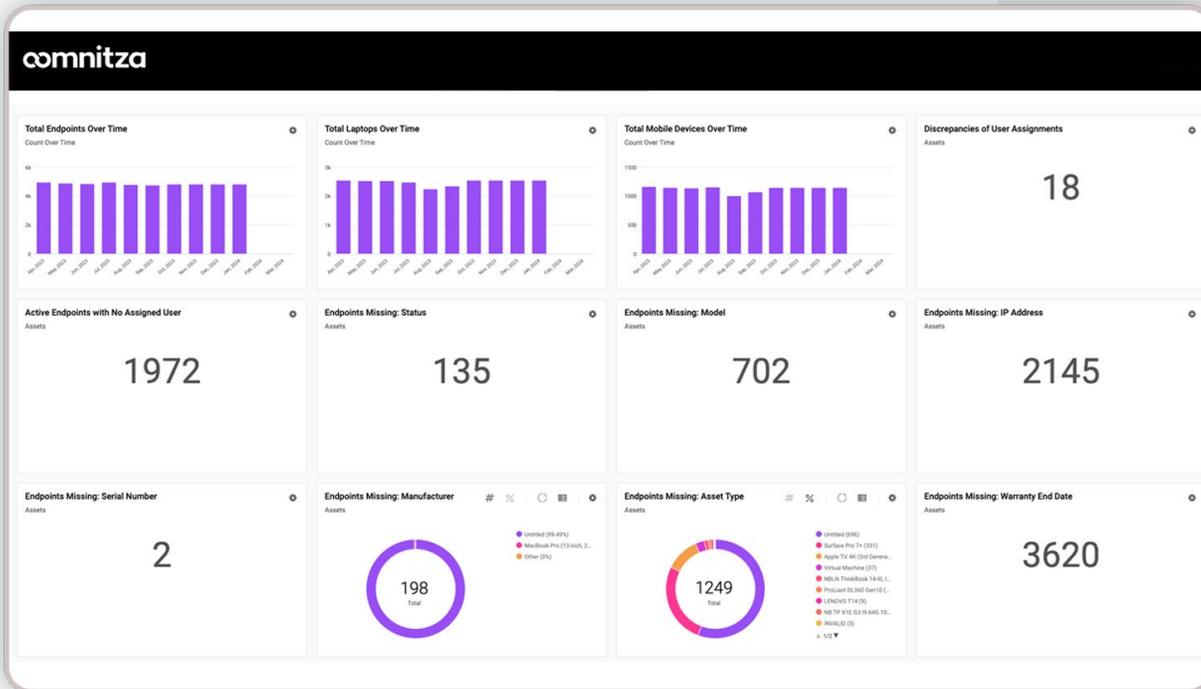
Businesses that want to improve operations, enhance user and customer experience, and reduce administrative overhead for their deskless and mobile workforce need purpose-built tools. Enterprise Technology Management (ETM) solutions provide an integrated approach for managing remote, mobile and field technologies across a hybrid workforce.

ETM enables you to scale across your deskless workforce and automate IT processes to improve efficiency, security, compliance, IT spend management, and user and customer experience. Capabilities include:

- Centralized Technology Database (TDB) of all hardware and software technologies for accurate inventory controls, ensuring no field or mobile device goes untracked.
- Low-code/no-code workflows and pre-packaged workflow applications that are easily configured for your needs, to manage lifecycle tasks, assess compliance, remediate issues and improve user experience.
- Connector integrations with 160+ IT, security and business systems to discover, aggregate, normalize and enrich technology data for a trusted, single source of truth and to streamline audit preparation tasks.
- Powerful business intelligence, notifications and reporting for improved decision-making and increased agility in fast-paced and time-sensitive field environments.



Oomnitza's approach of being agentless has allowed us to pull data from multiple sources and leverage all the agents that we have in a **clinical environment**. We went from not knowing where everything was or what everything was, to actually having eyes on all assets. This visibility is priceless. We're able to get the reports we need and automate processes for procurement, security, compliance and even tax regulations."



Learn more at www.oomnitza.com



1 [Emergence, The State of Technology for the Deskless Workforce](#)
 2 [McKinsey & Company, McKinsey Technology Trends Outlook](#)