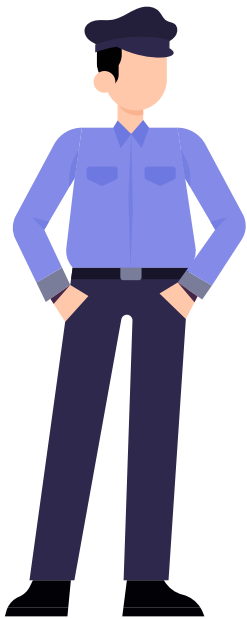


Transform the way your frontline workers work with **Endpoint Central**



| Introduction

Frontline workers, those individuals in the workforce termed mostly essential and who must physically show up to accomplish their jobs, are often literally the face of an organization. Their roles are crucial as they typically personally engage with customers and directly impact the overall customer experience.



But who are Frontline workers?

According to a [HR Cloud 2022 report](#), frontline workers include healthcare, education and child care, local and national government, food and goods, public safety, transportation, as well as utilities, communications, and financial services workers. These workers constitute 42% of all workers in the US.

Despite assuming significant roles, they are usually underpaid and underrepresented in their organization. A report by McKinsey [argues](#) for the dire need to empower frontline workers and provide them with positive experiences.



How does Endpoint Central help empower frontline workers?

Perhaps we could take philosophical input from the [time and motion study](#) pursued by F.W. Taylor, Frank and Lillian Gilbreth, who were the pioneers of this scientific management theory. They studied the task duration of the shop floor workers and analyzed their motions during their tasks. The results of these studies led to several best practices for logically arranging working tools to reduce movement and, therefore, tiredness, which often led to a decrease in the amount of time required to complete the task.

ManageEngine Endpoint Central is another comprehensive toolkit at your disposal that can be customized for your organization's needs to ensure better working conditions and enable better lives for frontline workers.

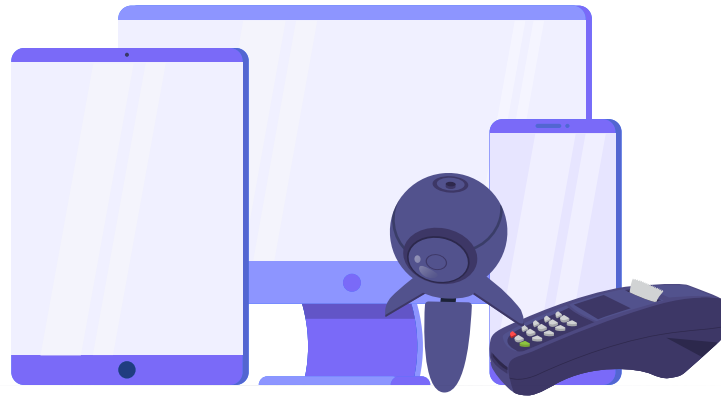
Blue-collar jobs (transportation, material moving, production, construction and others) employ the lion's share, about 45%, of frontline workers. Healthcare workers come second, representing 17% of all frontline workers. Sales jobs and educators follow, according to a [recent research](#) by Econfact.

It's evident that frontline workers include many roles. Endpoint Central is a one-stop UEM solution that satisfies the use cases and requirements of a myriad industries by leveraging its broad capabilities.

01 Onboard any device with any OS quickly

Frontline devices are heterogeneous. They could be, for example, a barcode scanner or a standalone terminal at a grocery store, a kiosk at an airport or hospital, a display device at almost any venue, or an AR/VR device at an automobile workshop, or an educational institution. Regardless of its purpose or location, it's important that these devices not take too long to get provisioned.

Endpoint Central is a one-stop solution for managing multiple devices and OSs. It has a variety of enrollment methods, such as Windows Autopilot for Windows devices, Android Zero-Touch Enrollment for Android, Samsung Knox Enrollment for Samsung devices, and Apple ABM/ASM for Apple devices.



02 Provision devices with customized apps and functionalities to meet specific requirements.

Consider a typical, famous, and crowded restaurant in your city. You might have seen the waitstaff scrambling across the tables with pens and papers, noting the orders and serving them. With Endpoint Central, you could provide your waitstaff with smart devices and have your IT admins can deploy only a single app specifically designed to record the customer's food orders. As these devices take care of cognitively intense tasks, like remembering the food order for each customer, your waitstaff can focus more on providing excellent customer satisfaction.

Even better, these apps can store customer personas so that, say, when a customer provides input, such as a phone number, the waitstaff will be armed with the history of the customer's orders. This enables the waitstaff to readily recommend something new or repeat the order based on knowing the customer's eating habits.

Schools and colleges can also harness the single-app/multi-app lockdown mode available in Endpoint Central so that the teachers and professors can use these devices to record class attendance, exam scores, and have ready access to class-specific resources such as course syllabi for the academic year.

In most cases, assigning more than one user to a [desktop](#) or a [mobile device](#) is prudent and cost-effective. Endpoint Central provides shared device capabilities that enable users to have their unique user profile in the endpoints when they log in to the devices. This is beneficial for organizations that employ workers on shifts, as one device can be utilized by more than one individual over the course of a day.

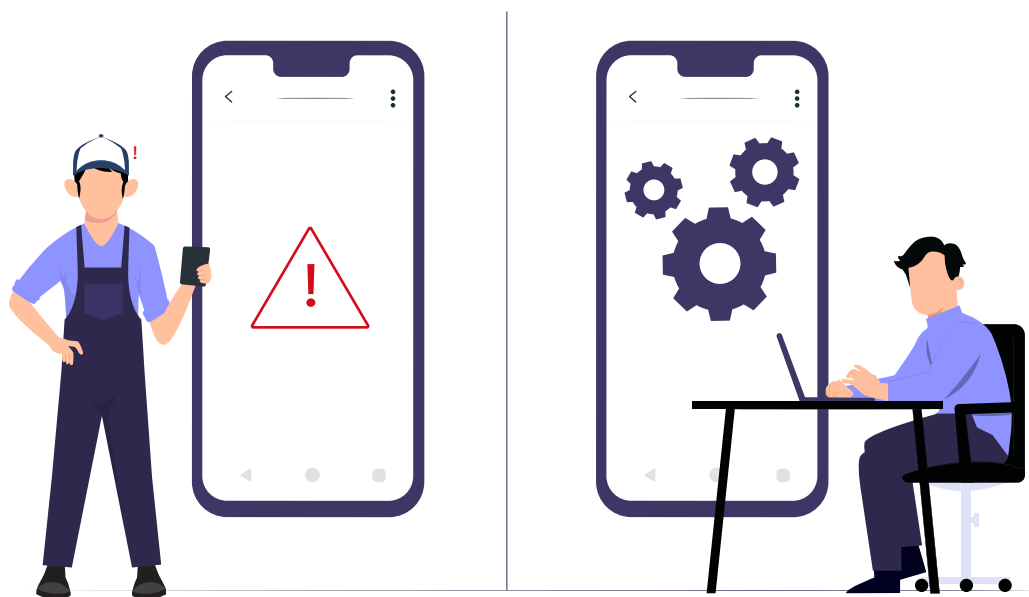


03 Troubleshoot Special devices anywhere, anytime

Rugged devices are popular in the oil and gas industries. Frontline workers [use](#) these devices for data collection, safety and compliance reporting, asset management, location tracking, equipment maintenance, and autonomous machine guidance which can be used for exploration purposes in areas where human presence is impossible. In the logistics and shipping industries, the workforces might need these rugged devices for barcode and RFID scanning, inventory tracking, and electronic driver logs as mandated by [US law](#) to help create a safer work environment for drivers.

These rugged devices could run amok anytime. In that case, it becomes cumbersome for a technician to resolve these devices in harsh working conditions. Endpoint Central has OEM [partnerships](#) with more than 25 rugged device manufacturers. As a result, the technicians can remotely control and troubleshoot

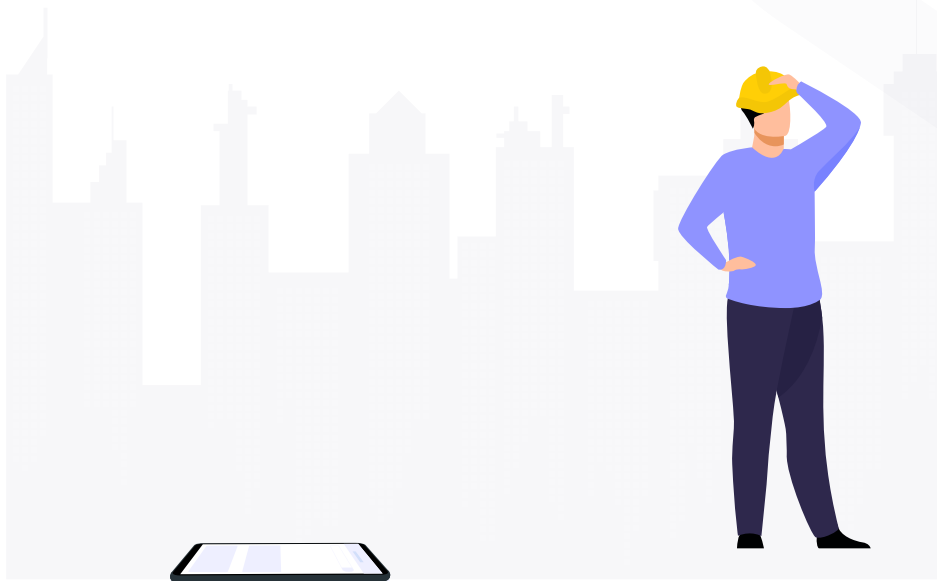
the faulty devices, saving precious work hours because of the instant troubleshooting ability and ensuring productivity. On top of this, admins could enable geo tracking and [geo fencing](#) capabilities in Endpoint Central to track and limit the usage of these devices within a specified region.



04 Protect your device and data

In the above scenarios, data and device protection should not be left only to the frontline workers. Take, for instance, healthcare frontline workers. They deal with heaps of personal data and medical records. With Endpoint Central, IT admins can impose restrictions on these devices, such as Wi-Fi connections only with corporate networks, preventing data transfers and screenshots. This solution can also help your organization achieve HIPAA compliance.

Faced with physically challenging tasks, workers might misplace the devices provisioned to them. This UEM solution leverages native MDM capabilities like [corporate and complete wipe](#), meaning IT admins can prevent data leakage even if the workers lose the corporate devices due to unforeseen reasons. IT admins can also enable lost device mode and remote alarms to retrieve these devices.



Enabling and empowering frontline workers is not a business luxury but an essential one. Providing them with the required tools and a technologically-enabled workspace greatly enriches their work experience, ultimately leading to increased productivity gains and customer satisfaction. With the digital employee experience becoming a guiding philosophy for businesses to handle their workforce, there is no better time than today for business leaders to implement a cohesive strategy, like implementing UEM tools, for managing frontline employees.

| About Endpoint Central

Endpoint Central is a comprehensive UEM solution that can scale your enterprise's needs. Envisioned as a client management tool nearly two decades ago, our UEM solution now manages over 20 million endpoints and serves 25,000 customers worldwide. Excited yet? Manage and secure endless endpoints **free for 30 days**.

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