

GETTING TO KNOW YOUR TCO:

5

CRITICAL ELEMENTS TO CONSIDER



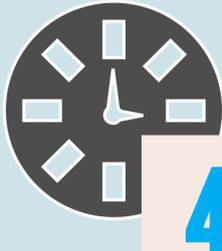
50% OF THE WORKFORCE (OR 1.7 BILLION WORKERS)

DEPEND ON MOBILE TO DO THEIR JOBS

Enterprise mobility can contribute in big ways to your organization's success, from enhancing customer care to fueling productivity. But getting the most value from your solution starts by understanding its total cost of ownership (TCO)—including five critical elements that could be limiting your business outcomes and adding significant cost to your bottom line.

1

EMPLOYEE DOWNTIME



49%

ACCORDING TO VDC RESEARCH, THE LARGEST CONTRIBUTOR TO MOBILE DEVICE TCO IS THE LOSS IN PRODUCTIVITY OF THE MOBILE WORKER AND THE TIME AND STAFF REQUIRED TO SUPPORT THESE MOBILE DEVICES (=49% OF THE TCO, VDC)

When mobile solutions fail to perform they can negatively affect workflows, contributing to a significant drop in productivity and a serious hike in overall cost.

Network connectivity (49%) and application software issues (41%) are the leading sources of mobile failure for business-critical solutions – each interruption causing ≈ 100-110 minutes of productivity loss.

- 88 minutes = average productivity loss/failure
- \$44.50 / hour = average hourly mobile employee FTE
- 40-60 minutes = IT support required/downtime
- \$45.60 / hours = average cost of IT support required

Even one dropped call or poorly performing mobile app per shift can lead to almost \$20K in annual support and lost productivity costs—per mobile worker.

2

BATTERY UNDERPERFORMANCE

EVERY INCIDENT OF BATTERY FAILURE EQUATES TO MORE THAN 100 MINUTES OF LOST WORKER PRODUCTIVITY.

Short battery life is the third leading cause of mobile failures that cause workflow disruption (37%). Here's how these costs add up:

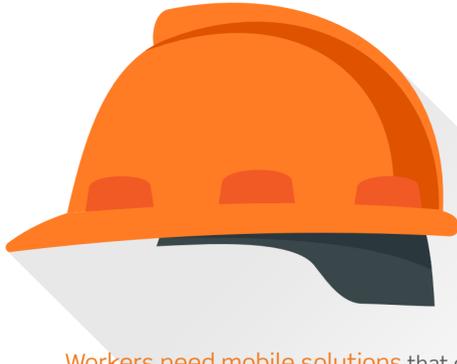
- Most LOB mobile apps require full-shift run times, yet most batteries fail to support a full shift occasionally or frequently over 75% of the time
- Only 54.4% of organizations have real time visibility into the health and status of their mobile device batteries
- 6/10 workers use devices with only some or no replaceable batteries
- On average, batteries need to be replaced every 14.1 months

Spares, replacement and standby devices quickly drive up TCO. Hot-swappable batteries can help eliminate these costs and have prompted many organizations to switch from consumer-grade devices to purpose-built enterprise mobile solutions.



3

LIMITED DEVICE DURABILITY



FAILURE RATES OF NON-RUGGED MOBILE DEVICES ARE NEARLY 3X HIGHER THAN THE FAILURE RATES OF RUGGED MOBILE DEVICES.

Workers need mobile solutions that can withstand the unique challenges and often extreme conditions of their working environments, including:

- wet conditions
- dirty conditions
- extreme temperatures
- direct sunlight
- cleaning agents
- 24x7 uninterrupted use

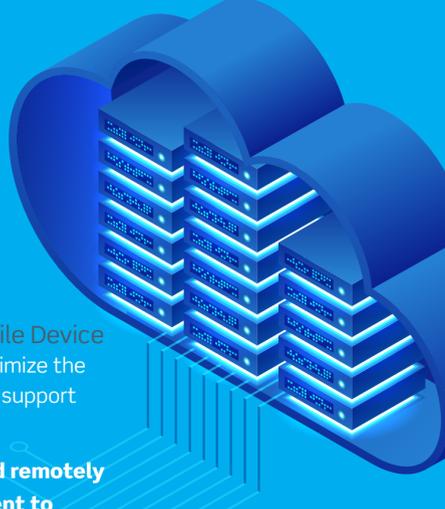
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LACK OF EMM/MDM

JUST 20% OF ORGANIZATIONS WITH BUSINESS-CRITICAL MOBILE SOLUTIONS HAVE COMPLETE VISIBILITY INTO DEVICE AND APP USAGE.

Enterprise Mobility Management/Mobile Device Management (EMM/MDM) solutions minimize the impact of solution failure and vastly reduce support overhead, resulting in:

- 9% increase in mobile devices fixed remotely
- 29% reduction in mobile devices sent to service depots resulting in “no trouble found”
- 29% reduction in time required to fix mobile solution including software reload
- 8% reduction in mobile trouble tickets opened



5

ONGOING SUPPORT & MAINTENANCE COSTS

When it comes to TCO, initial purchase price is just the tip of the iceberg. Indirect and soft costs can add up significantly over time, driving up your mobile TCO while driving down your solution ROI.

Typical Indirect Costs:

- Maintenance
- Help desk calls
- Replacement time & costs
- Provisioning spares
- Productivity loss

Learn how to eliminate the potential for hidden, ongoing costs that can lead to higher TCO. Contact one of our sales experts today at info@spectralink.com.

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