3 Key Enterprise Mobility Requirements for Success

Introduction

Enterprise mobility has finally reached the top of the agenda.

Whether businesses were already looking at ways to achieve better operational efficiency and increase productivity or not, the pandemic-enforced remote working has finally driven businesses to reconsider their mobility requirements. In the US alone, mobile workers are expected to make up 60% of the workforce by 2024[1].

This is welcome news not only for remote and home workers, but especially for frontline workers who have to continue providing their key services in all circumstances, often in isolated and distributed environments. Engineers in manufacturing plants, logistics workers, back-office retail assistants, nurses and portering staff, all have to work on-premise but cannot work from a single fixed location. Unlike desk workers, their mobility needs are critical to business operations and cannot be overlooked or solved by offering another fixed desk at home. Recent research by IDC reports that although frontline workers currently make up 57% of the total U.S. worker population, only 49% of frontline workers are currently enabled with mobile devices, compared with 55% of desk-based/information workers[2].

But updating enterprise mobility requires a lot more than simply ensuring workers are equipped with a device to make calls and receive messages. Companies without a mobility strategy, or those reliant on a Bring Your Own Device (BYOD) program, where workers use their personal devices in the workplace, soon realize that ensuring workers have a device that is flexible and reliable enough to guarantee voice quality, coverage and robustness requires professional support.

In addition to choosing the right devices for workers, more and more businesses are switching from traditional networks to Internet Protocol (IP) networks to lower costs and improve reliability of cover, flexibility of provision and cyber security. During the pandemic, more and more businesses turned to tools like Slack, Cisco WebEx, Microsoft Teams and Zoom, and it is expected that in 2022 70% of teams will rely on team communications tools like these[3]. At the same time, the cloud has made it possible to provide workers anywhere with a huge range of apps, storage and systems that are updated in real-time through Unified Communication (UC) systems, online and offline data synchronization, analytics, remote monitoring and push notifications. Now that 70% of businesses are placing enterprise mobility as their top priority for staying competitive[4], it is clear that mobility solutions boil down to far more than just choosing a handset.

This short eBook provides you with three key success factors for enterprise mobility: Interoperability, Flexibility and Security.

#1 Interoperability

Taking Stock Of Exisiting Systems:
Integration Or Replacement

Most businesses will find that they run a number of legacy systems accumulated over the years. Base stations, handset and software often operate on different platforms and processes that are not easily integrated, leading to "siloed" data that cannot be used by other departments. Information that is impossible to access cannot contribute to overall decision making and also harms employee productivity, efficiency, collaboration, and in some cases, safety.

Does the solution integrate directly?

The ideal mobility solution should offer you direct integration with all global technology leaders that deliver best-in-class UC platforms, such as Cisco Unified Communications Manager, Cisco Hosted Collaboration Solution or Microsoft Teams plus all major PBX and IP-PBX providers and hosted collaboration systems such as Avaya, Cisco, Microsoft, Alcatel-Lucent and Mitel, for example. In fact, if you select a UC platform, your employees also benefit from additional tools such as Presence Indicator, Instant Messenger, Chat, Corporate Directory look-up, as well as crystal clear voice calls.

Easy integration means that your investment is more likely to bring rapid ROI, but also that it will last over time, flexibly adapting to your changing needs as your business grows and evolves. Direct integration also eliminates the need for a gateway, reducing complexity of deployment and enables your IT department to centrally administer and control your mobility solution.

Is the solution interoperable with current (and future!) applications?

In addition to integrating seamlessly with your call server, you must also consider the platform your solution is built on. Android is by far the most popular application platform for enterprise and offers you instant access to thousands of existing business applications. As more and more businesses are looking at developing their own business apps, it's critical to understand that these can only be fully used by staff if they are truly interoperable. 42% of companies report that they are planning to develop 50 or more mobile apps[5], but they will only be able to use them to the full if they easily integrate with existing systems, require little or no training, and can be immediately used in the existing enterprise environment without the need to apply new components or modify mission critical operations.

#2

Flexibility

Any mobility solution should be highly flexible and scalable to provide interoperability not just with existing apps and systems, but with future ones your business may need.

As businesses begin to migrate to next-generation networks, they are faced with the decision to fully upgrade existing equipment and software or to adopt a new unified communications platform. Upgrades typically involve the replacement of existing systems over multiple years. They also require down time, exposing your business to risk and loss of competitive edge. Finally, it may also be difficult to convince internal stakeholders to abandon an existing framework if it is still functioning for something new.

Your initial mobility assessment should therefore address whether you need to move from an on-premise to a hosted solution, while the mobility solution you choose should give you the flexibility to migrate to the cloud when you company is ready to do so.

Does your solution work for the bottom-line?

Every business' main goal is to grow and become more profitable, so you need to make sure that your solution is ready for you to expand and develop across new sites, with more employees, infrastructure and even handsets.

Alternatively, there might be times when you need to retrench and defend the bottom line before growing again. In those instances, you need to have a solution that you can scale down to reduce spend and stay agile.

Is the solution manageable?

Any solution you choose should enable you to centrally manage all your mobility infrastructure right down to individual handsets. With all businesses focusing so much on productivity and trying to do more with fewer resources, it is critical to choose a solution that offers Mobile Device Management (MDM) and Mobile Application Management (MAM) so that your IT department can manage the entire system centrally streamlining administration, updates, audit management, automation of processes, access to applications and, most importantly, the introduction of security protocols.

#3

Security

A recent survey revealed that only 41% of organizations have complete control over the files being shared by users in enterprise messaging apps on mobile devices and that just 9% are capable of detecting malware in mobile enterprise messaging apps[6].

One of the biggest emerging threats that businesses face is cyber-attacks, which are expected to cost business globally $10.5 trillion annually by 2025[7]. As a result, all new mobility solutions should be developed with infrastructure that keeps it safe from theft and hacking both of sensitive company information and of critical client data, such as payment card details, or medical records. The new solution is also designed so that it can easily respond to changing regulatory requirements concerning data protection and help simplify auditing by providing transparency and tracking of communications.

Can you risk Bring Your Own Device (BYOD)?

Security is a key issue to consider for businesses that are evaluating the introduction of a BYOD policy. Personal, consumer grade devices simply cannot provide the same security as enterprise systems. For a start, they leave the premises every day with the owner, exposing them to theft and accidental loss. Additionally, consumer devices are often more appealing to thieves and therefore more at risk of being stolen.

In order to effectively protect sensitive information, your chosen mobility supplier should also be able to provide a range of measures including: encryption on a media card within the device or over the wireless LAN, remote lock and wipe for lost or stolen devices, automatic locking of devices left idle, application permissions to stop users from downloading unauthorised applications or uploading data to unauthorized servers, ability to stop automatic updates and increase IT control of upgrades, and the ability to restrict user access to hardware and features that access external servers.

Conclusion

Any business wanting to update or change their mobility infrastructure needs to keep its key objectives firmly in mind. Whether you want to help workers become more productive with the support of new apps and technology, or you simply want to save time, there are mobility solutions that respond to your unique needs. What these solutions have in common are three key features: interoperability, flexibility and security.

With reports suggesting cybercrime is up 600%[8], security is one of the biggest challenges businesses face when introducing mobility to the enterprise so selecting a supplier that is experienced in your sector can help make the right choices for your environment. Ideally, your new mobility solution will also integrate seamlessly with legacy systems to provide a platform to unify previously siloed technology so that information can readily be shared within the business and become actionable insight.

Interoperability, especially with Android apps, may also prove critical in the future as your business develops ad hoc solutions for its processes. A flexible solution that offers all applications on a single device helps workers become more efficient but can also improve their safety if, for example, man-down buttons are included so that workers do not have to rifle around to find the right device to call for help when they are in danger.

Finally, scalability and flexibility are the foundations for more a productive and profitable business.

The Spectralink Advantage

Spectralink sees mobility solutions as more than just technology, but we also see your business as more than just another company.

Our range of solutions is designed with your objectives in mind, to help you reach your goal and achieve your ambitions.

In addition to the three key requirements for a successful mobility deployment, here are some more features Spectralink is committed to delivering with each of our solutions, from networks to handsets:

Interoperability

Spectralink partners with technology leaders across the globe to offer you best-in class enterprise mobility solutions that integrate directly with all leading UC platforms: Microsoft Teams, Cisco, Zoom Phone, Skype for Business, Rigncentral, plus all major PBX, IP-PBX providers and hosted collaboration systems, including Zoom Phone, Avaya, Alcatel-Lucent, Mitel, and NEC to name a few. We commit to this network so that Spectralink solutions can continue to work seamlessly with your current and future communications infrastructure.

Mobile Convergence

Most businesses tend to still rely on legacy systems that do not integrate successfully with each other. The result are siloes of information and a huge waste in worker time spent manually inputting data. Spectralink's interoperability and open API Interface help consolidate legacy systems onto a single, mobile interface, reducing manual intervention and the risk of human error, so your workers can be more productive and efficient.

Better Workflows

With Unified Communications, business workflows can reach any area of any site making sure that your workers are never cut off from their team. This means that nurses on a busy shift, catering staff during dinner service, customer experience managers on the shop floor or engineers calibrating systems on an engineering plat are able to share their information quickly, efficiently and accurately. With Spectralink, information reaches the right person at the right time on the right device.

Business Design

Spectralink's devices are purpose built for enterprises. Rugged, resistant devices, that support different workflow apps, support information flows throughout large, distributed sites, and resist a range of tough environments where devices are subject to frequent sterilization, exposure to chemicals or droppage.

Safety First

Lone workers and security guards are often exposed to potentially risky situations. Providing them with consistent and clear voice availability throughout the business helps improve their safety. For workers in even more exposed situations, Spectralink solutions also incorporate one-press panic buttons, links to IoT sensors and biometric alerts, along with caller location and automated key personnel alerts.

Customer Experience

Best-in-class customer experience relies on access to up-to-the-minute information for ask-an-expert situations. If systems integrate with a CRM or ERP system, alarms and stock management for example, workers can advise customers about the whereabouts of their orders, which store to visit for a specific item and availability of items. Engineers can report on issues in real-time, while suppliers and stock takers can report on potential delays and manage supply chains more closely.

Compliance

Different businesses are obliged to comply to different regulatory requirements. These might focus on health and safety, quality standards or data protection. Spectralink is an experienced partner that understands the needs of different types of businesses and can help them design mobile solutions to support the tracking and automatic audit trail creation for their specific regulated business processes.

Spectralink makes mobility work for you by helping you find the right technology fit for your unique needs. We help you identify the right solutions or integrations and can assist with deployment and provide fleet management services and solutions. Our open platform and ecosystem is designed to give you all the freedom and flexibility you need to explore options for your business.

SOURCES

[1] IDC, Mobile Workers Will Be 60% of the Total U.S. Workforce by 2024, According to IDC, 1st September 2020

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[3] Gartner, Embrace Workstream Collaboration to Transform Team Coordination and Performance

[4] Wire19, Top 6 trends impacting enterprise mobility in 2020, 19th January 2021

[5] IDC: Worldwide Spending on Mobile Solutions

[6] Help Net Security, 2020

[7] Cybercrime Magazine, Cybercrime To Cost The World $10.5 Trillion Annually By 2025, November 2020

[8] Purplesec, 10 Cyber Security Trends You Can't Ignore In 2021, April 2020

Talk To Sales

About Spectralink

As an award winner in mobile technology, Spectralink has been transforming the way our customers work and communicate for 30+ years. Through our determination to do extraordinary things, we enable mobile workforces and empower our customers and partners to explore what's next, what's possible. With our enterprise grade, best-in-class mobile solutions, we are with our customers wherever they work, however they need us. Our people, commitment to innovation and our passion are our foundation for success.

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