



The business case for Enterprise Mobility for YOUR organization



Introduction

Enterprise Mobility: What does it mean?

It seems that everyone is talking about mobile and remote working, especially since the seismic shift in working habits caused by the Covid-19 pandemic, but what about workers who need to work in remote environments within their business, or frontline workers? They cannot work from home or even an office but need to be in warehouses, on shop floors, restaurant floors and hospital wards at all times.

Enterprise mobility, through Wi-Fi and Local Area-Network (LAN) DECT solutions, plays a

critical role in ensuring that these key workers are able to keep in touch with colleagues through both mobile voice and data wherever they are. Investing in the productivity and safety of these workers is a necessity but making the argument for its introduction or improvement to decision makers means setting out a clear line of vision from investment through to Return on Investment (ROI) that Financial Directors and CFOs can sign off on.

The business case for Unified Communications (UC)

Aligning the way information is shared within the enterprise with how it is consumed in our personal lives is a major objective for most businesses. The same speed and efficiency with which we search for items on an e-commerce store or share documents, photos, short videos and other information over instant messaging needs to be urgently replicated in the work world, providing consistency of experience.

But it's not just user expectation and experience; the benefits brought by UC clearly impact the bottom line. Greater productivity, faster and easier auditing, operational improvements and worker safety are the foundations of competitive advantage.

Benefits in numbers:

1. On average, a UC solution that allows employees to collaborate, share information and have more efficient meetings can save employees 1.1. to 8.0 hours per user per week.¹
2. A Forrester report found that workers save 15 minutes per day by having all features in one simple to use interface.²
3. Mobile video in unified communications is twice as likely to improve the customer service experience.³
4. Over three years from the introduction of UC, total savings can amount to \$648,727.⁴

Matching needs to expectations

To prove that your enterprise mobility investment is really going to turn operations around, you need to first ensure that you have clearly and carefully measured needs against expected results. To do this try asking yourself these questions:

Enterprise mobility solutions integrating a full suite of UC tools are key to worker productivity.

Where Do I Need To See Improvements?

Whether you are trying to improve customer satisfaction, speed up the sales cycle, improve operations or finally take the headache out of auditing and compliance, you need to understand where your areas of weakness are, and talk to the teams handling the information flows.

Different sectors will have specific requirements, so retailers may want to improve customer service, hoteliers and hospitality businesses may want to improve facility management, while healthcare businesses typically need to help time-pressed nurses and hospital staff be more productive, while also improving management of portering, dispensary and security activities.

Understanding the real needs of the teams using the technology means looking at their movements and really getting into their day-to-day operations. Identifying what type of functionality is needed and where lays the ground to planning a successful introduction of UC that yields measurable results for the board.



What are my improvement objectives?

Aside from savings and cost reductions which are always high on the corporate agenda, now that you have analysed workflow, what are the specific objectives that you need to help your people achieve? **These could be:**

- Higher productivity
- More accurate and transparent reporting
- Faster problem resolution
- Leaner IT and communications management
- Faster user response times

For manufacturing...

In manufacturing, UC integration with backend systems can include plant line integration improving productivity by delivering updates on new engineering changes to speed up design and programming to resume production. It can also provide quality alerting systems and usher in an integrated industry 4.0 strategy.

On the shopfloor, UC also helps reduce time to resolution when lines-down incidents occur and can help manage the supply chain more effectively by adjusting the flow of incoming materials and parts to meet production capacity.

For healthcare...

In healthcare, fast and accurate information sharing can make the difference between a positive patient outcome and a bad experience. Critical information from integrated patient care systems and coordinator systems can be made available in a consolidated dashboard view to help nurses and other medical staff immediately and easily access a 360° of the patient.

For retail...

Real-time access to product information and stock levels helps improve customer satisfaction and improve productivity. This in turn drives more sales conversions and also improves peer-to-peer and regional office-to-branch office communications.

What Effects do I expect on my Team?

With enterprise mobility, all staff can finally be on the same page. Workflows are on a single system making it easier for staff to collaborate and share information.

In many industries, this capability is critical to ensure that legal standards of regulatory compliance are met on issues such as health and safety, data security and best practices. Finally, a clear and real-time view of key information from supply chain to operations can help improve time to market, product design and accurate, strategic decision making.





Which Tools Should Be Available?

Far too often when businesses introduce mobility, they take a piecemeal approach and end up with several applications or even several devices per person. In addition to being impractical and confusing, this approach can even prove dangerous! Take for example lone workers who are in danger and need to alert their colleagues; they cannot waste time rifling around for the right device to ask for help. They need a single device with a sole panic button to call for help immediately. You can also not expect nurses on busy shifts or catering staff to carry around multiple devices for different workflows or ask

them to keep visiting a fixed location to input information, so putting a single device in their hands is key.

Using enterprise mobility, most applications can be converged onto a single, widely compatible and easily integrated mobile device platform. To successfully converge all your voice and data needs, it is important to review and catalogue all applications currently being used and ensure that they are all available on a single, highly flexible device.

What Compliance Benefits Do You Expect?

Different sectors have varying degrees of health & safety, data protection and auditing requirements. However, transparency and traceability benefit any organization, reducing the cost and time effort required to reach compliance.

Having all workflows take place in a single mobility and UC environment will improve overall effectiveness of compliance routines and transparency.



Choosing the right solution for your business

Once you have analysed workforce needs and clearly set out the objectives you want to achieve against them, you will need to select a partner to support you. An ideal partner will be by your side from beginning to end from design, deployment, right through to support.

To help you choose your solution, here are some useful questions to answer:

- Does the solution offer direct integration with all my business-critical applications?
- Is the solution open-platform and flexible enough to integrate emerging industry apps?
- Will it provide superior and total voice coverage throughout my site (store, hotel, hospital, factory)?
- Will devices endure my work environment, even if conditions are exceptionally harsh?
- Does the solution enable workflow monitoring, management and triggers?
- Does the solution enable auditing and tracking?
- Does the solution offer easy integration with key databases (customer data, performance data, product data)?
- Does the solution offer easy integration with key business process applications (CRM, ERP, MRP, HR and other vertical apps)?
- Does the solution offer a range of experienced implementation partners?
- Does the solution provide virtual team rooms, an employee directory, organizational charts and tools like IM and access to email?

Your chosen solution should meet all these requirements and integrate with customer profile and preference database, service management, staff management, performance management, health and safety compliance measurement, and facilities management systems.

Top-of-range solutions will also typically provide data capture and scanning, with alerts and messaging to replace overhead paging or personal radios and pagers, helping you reduce cost of ownership while providing the opportunity to develop new custom apps and integrations as your business and the market evolve.

The Spectralink Advantage

Your mobility solution is a key part of how you do business.

Spectralink understands your needs and that's the reason we strive to ensure that you find the perfect fit. We're with you however you need us. Spectralink offers professional rugged wireless telephony solutions for all types of businesses to help them reach their goals and fulfil their ambitions.

Here are some of the principles Spectralink commits to:

Interoperability

Spectralink's solutions interoperate with a wide range of call server platforms. Spectralink partners with technology leaders across the globe to deliver best-in-class enterprise mobility solutions that integrate directly with all of the leading UC platforms: Microsoft Teams, Cisco, Zoom Phone, Skype for Business, Ringcentral, plus all major PBX, IP-PBX providers and hosted collaboration systems, including Zoom Phone, Avaya, Alcatel-Lucent, Mitel, and NEC to name a few. This ensures Spectralink solutions will continue to work seamlessly with your current and future communications infrastructure, reducing hardware costs and helping you achieve ROI faster.

Mobile Convergence

Businesses in most industries tend to rely on siloed legacy systems that do not integrate with each other, leading to an increase in manual input that wastes worker time and increases the risk of human error. Thanks to Spectralink's interoperability and open API interface, it is possible to consolidate disparate systems on a single, mobile interface efficiently and cost-effectively, improving productivity without breaking the bank.

Better Workflows

UC enables business workflows to seamlessly reach any location on site. Whether your workers are dealing with an order in a busy restaurant kitchen, calibration data in an engineering plant, patient protocols in a hospital, just-in-time

logistics coordination in manufacturing, or customer experience enhancement in retail, Spectralink helps ensure that information reaches the right person.

Rugged, resistant devices, purpose-built for the professional environment, support these information flows through different workflow apps.

Designed for work

Spectralink devices deliver data, voice communication and collaboration even under the toughest conditions. All devices are IP-rated and have long life expectancy, even when used in workplaces where they risk exposure to chemicals, droppage or require sterilization.

Safety First

Some types of business environments require employees to work alone. Lone workers and security guards are often in potentially exposed situations, but ensuring that voice availability is consistent and clear throughout an organization's estate, with no black spots, helps mitigate this risk. In addition to this, Spectralink solutions also incorporate one-press panic buttons, links to internet connected sensors and biometric alerts, along with caller location and automated key personnel alerts, to make your staff feel completely safe and ensure your business meets any regulatory requirements.

Customer Experience

Accessibility of information plays a key role in providing exceptional customer experiences. If systems integrate with a CRM or ERP system, alarms and stock management for example, then workers can be more productive. Engineers can report on issues in real-time, while suppliers and stock takers can confirm availability and report on foreseeable bottlenecks or any other potential delays.

Compliance

All organizations are bound to comply with a range of statutory regulations. In business, this might focus on health and safety or even data protection. Whatever your business, the need for clear, traceable audit trails to enable fast and accurate reporting and compliance with regulations is always critical. Whether it's conforming to a set of health and safety regulation, data protection or reporting regulations, Spectralink mobile solutions are designed to support the tracking and automatic audit trail creation for regulated business processes, making reporting for compliance simple and pain-free.

As your innovation partner, Spectralink helps you find the right technology fit for your unique needs, from helping you determine and develop the right tools, right through to rolling them out and ensuring you get the most out of them. In short, Spectralink makes mobility work for you.

Conclusion

To make the business case for enterprise mobility within your business, you'll need to demonstrate accurate understanding of what the processes are and how they can be improved department by department, role by role.

Revealing the fast ROI that can be achieved depends on these intermediate steps that also ensure the success of your solution. Partnering with an experienced, flexible provider will help you make that connection.

[Talk to sales](#)

SOURCES

¹ Forrester, The Total Economic Impact™ Of Microsoft Teams Improved Employee And Company Performance, 2019

² Forrester, The Total Economic Impact™ Of Microsoft Teams Improved Employee And Company Performance, 2019

³ Aberdeen, Communications takes a Cloud-based, Mobile-First turn, 2016

⁴ Forrester, The Total Economic Impact™ Of Microsoft Teams Improved Employee And Company Performance, 2019



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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