How to extend the value of Microsoft Teams for deskless workers

spectralink

Introduction

The future of business lies in enterprise mobility

Over the past few years, there has been an incredible acceleration in the adoption of technologies that enable desk-based workers to carry out their tasks from practically anywhere. This process was already in place, but events such as the Covid-19 pandemic have driven technology and business practice to really step up the pace of change. Unified Communication (UC) tools such as Microsoft Teams® are enabling employees to communicate, share data and enhance productivity at a whole new level. However, truly successful companies are leveraging the value of UC by enabling deskless workers to access the same tools as their desk-based counterparts.

Employee requirements for enterprise mobility, and the need for better collaboration to improve decision making, are transforming traditional business processes, triggering an unprecedented demand for mobility solutions that support the entire workforce. By 2022, mobile data traffic is expected to reach 77.5 exabytes per month, expanding worldwide at a staggering compound annual growth rate of 46 percent[1].

Mobile work is only just getting started

Mobile data traffic by 2022

Source: Statista
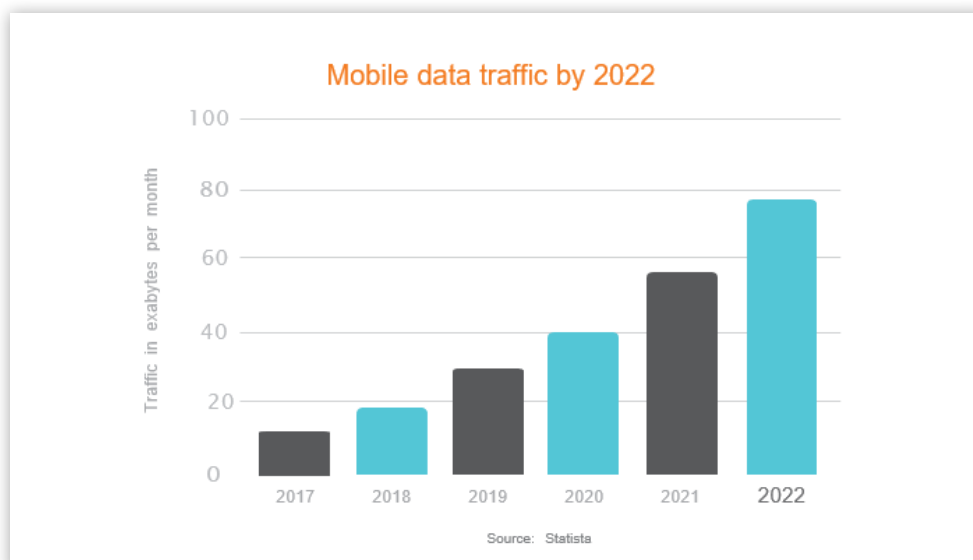
Clearly, mobility is spelling out the future of work, and its importance is growing in a world where speed, instant access to business data, and immediate response are critical to staying competitive.

However, keeping deskless workers connected and productive can be challenging. Success depends on choosing the partners, applications, and mobility solutions that truly fit your business

Mobility provides the edge to customer-centric organizations

Whether in healthcare, retail, manufacturing, or hospitality, customer-centric and service-based organizations rely on quality, convenience, and personalization to stay competitive. To deliver these standards, they need to connect both deskless and desk-based workers at all times. Combined with UC capabilities, this ensures that workers can collaborate effectively and are empowered to have more successful and informed interactions with customers, resulting in overall business success.

For example:

- A busy nurse can access dosage and drug availability information from the patient's bedside.

- Retail associates can provide a personalized shopping experience and drive sales thanks to in-store communications with other associates and colleagues in storage or in other branches.

- A manufacturing worker can adjust lead times on the fly with inventory alerts and instant one-on-one communications with their suppliers.

- A concierge can instantly provide a guest additional pillow by checking on-floor presence and contacting an available colleague to assist.

Thanks to Teams, I truly feel like I'm working in the same office with my colleagues.[2]

– Esat Dedezade, writer

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A mobile solution for every need

To ensure you get the most out of your mobile solution, it's important to consider factors such as user experience, the environment, people, processes, and policy at the planning stage.

User experience

Today, there are more forms of communication than ever before, and new technology is changing how we do business. Yet, some organizations are still reluctant to invest in new solutions, fearing that employees will not put them to use. In fact, reports show that as many as 84 percent of digital transformation projects fail due to poor user adoption[3].

Taking stock of your business's real needs and selecting a mobility solution tailored to the end user's needs can make the difference between project success and failure.

Pillars of a successful mobility deployment:

- User experience: intuitive and easy to use
- Seamlessly integrates with business apps and processes
- Flexibility and security of tools, especially if handling sensitive customer data

User Experience: intuitive and easy to use

Seamlessly Integrates with business apps and processes

Flexible and security of tools especially if handling sensitive customer data

> A winning strategy is based on analysis of the critical workflows of an organization

The environment

Different environments pose unique challenges for deskless workers. For example, now more than ever, healthcare environments require sterilization of devices, while some manufacturing processes involve exposure to extreme heat, dust, or dangerous substances.

If yours is a tough environment, your solution of choice should also withstand difficult working conditions that can be particularly harsh on mobile devices where:

- Heavy machinery or medical equipment can interfere with communications, putting voice quality at risk or causing data loss.
- Dust and chemicals can easily destroy a consumer-grade mobile device.
- Handsets can be dropped and cause permanent damage or interruptions in fast-paced environments.

Process

The pandemic has pushed companies to accelerate their digital transformation, using technology and data to transform themselves and to reimagine how business works[4].

A winning strategy considers the critical workflows of an organization, its systems, and processes, integrating modern mobility solutions that provide:

Better processes and workflows

Access to critical information

Increased collaboration for deskless and desk-based workers alike

Policy

We live in a time of changing regulations in many industries. Helping deskless workers become more productive is great, but ensuring compliance is critical. Mobility tools should be configured to secure sensitive data and protect customer privacy, keeping in mind:

PERSONAL DATA

DATA PROTECTION

INDUSTRY STANDARDS

PERMISSION-BASED CONTROLS

COUNTRY-SPECIFIC LAWS

INDUSTRY-SPECIFIC GUIDELINES

Support

Boosting your worker productivity should not add an unnecessary burden on your IT team. Choose solutions that:

Seamlessly integrate with your existing wireless environment

Provide tools for central, remote control, including software updates and configuration changes

**Have measures in place to facilitate troubleshooting**

Offer a flexible mix of maintenance and service plans to meet your evolving needs

Benefits of a mobile-first approach

Enterprise-grade mobility solutions bring tangible benefits to an organization. When combined with UC technologies such as the latest integration with Microsoft Teams®, your deskless worker devices can become a strategic tool to boost productivity.

Key benefits include:

- **Data-driven planning** – understanding how employees use mobile solutions to drive efficiencies and enhance productivity.

- **Access to key information** – providing deskless employees access to information from any location (e.g., product details, customer/patient care).

- **Team collaboration** enables workers to share information for better decision-making (product experts, storage, and supply-end team members).

- **Global reach** – enabling collaboration across geographically dispersed groups or with colleagues working from different locations within and outside the enterprise.

- **Application integration** – easy to access and share information within the enterprise systems and integrate with vertical sector applications.

ENTERPRISE MOBILITY

UC Integration

Application Ecosystem

Network System Support
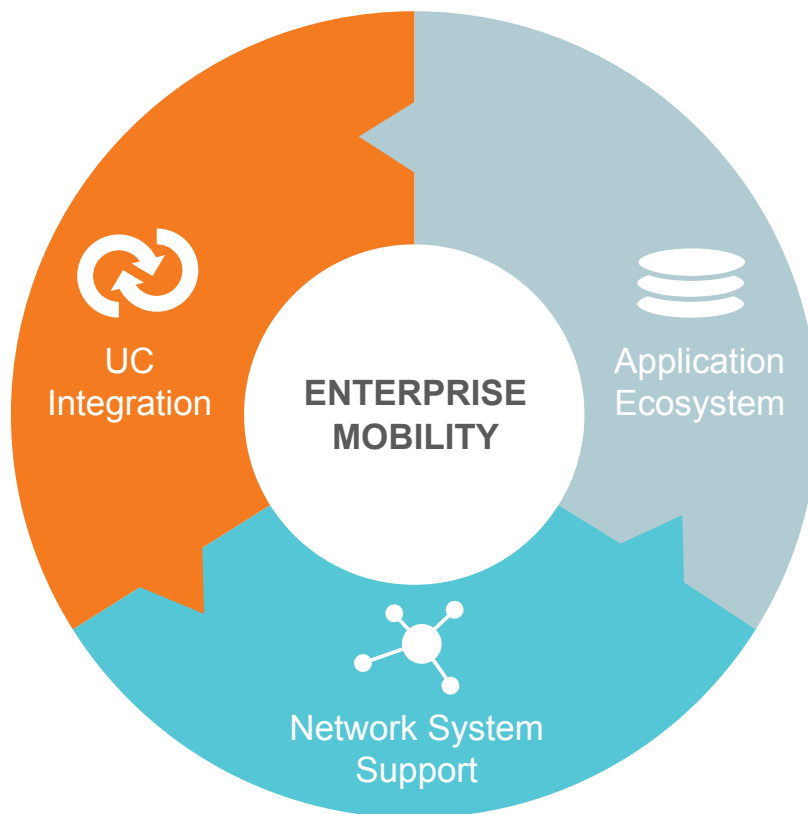
Maximize ROI with an end-to-end solution

In addition to the benefits an enterprise mobility solution can offer, Spectralink's unique integration with the Microsoft Teams® UC platform offers simpler IT convergence for easier and more cost-effective management, extending functionality while maximizing return on investment.

That's why Microsoft Teams® is one of the fastest-growing players to emerge within the UC space. In fact, around 91 of the Fortune 100 use Microsoft Teams, which is also the solution of choice for major corporations like Ernst&Young, Accenture, SAP, and Pfizer[5].

Spectralink offers the first native Microsoft Teams® SIP Gateway integration for DECT mobile devices on the market® and enables your deskless and desk-based workers to communicate and collaborate.

As enterprise businesses globally have been embracing the security and business benefits of cloud-based collaboration tools, this new integration enables enterprise customers to migrate to Microsoft Teams, the communication & collaboration platform of their choice, while keeping those business-critical deskless workers connected through and after the process.

Mobility drives productivity

Customers who add state-of-the-art enterprise mobility solutions to their overall UC strategy benefit from increased workplace mobility and improved staff efficiency.

Discover how companies like yours can realize more value from their Microsoft Teams® investments through a unique, native integration with Spectralink.

Conclusion

Spectralink offers the first full Microsoft Teams SIP Gateway integration for DECT mobile devices globally.

The first-on-the-market Spectralink integration doesn't require a third-party gateway and enables deskless workers, which are essential to many businesses, to truly feel part of the team. In addition to this, Spectralink's extensive partnerships with leading communication providers and applications vendors offer added efficiencies, process management, and flexibility while ensuring exceptional voice quality and data communications.

Click here to find out more, or contact us to discuss your enterprise mobility needs.

SOURCES

[1] Statista, Global mobile data traffic 2017-2022

[2] https://news.microsoft.com/europe/features/how-technology-has-transformed-my-working-life/

[3] Sensei, Top 15 reasons why project management migrations fail

[4] McKinsey, How six companies are using technology and data to transform themselves

[5] UC Today, Microsoft Teams Statistics: The Ultimate UCaaS Hub

[6] Business of Apps, Microsoft Teams Revenue and Usage Statistics (2022)

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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