Seven Steps to Accomplish your Enterprise Mobility Challenges

An AOTMP® research white paper

Matt Louder, Research Analyst

Digital Transformation is Evolving Business

Digital transformation is here. And business as usual is rapidly becoming business like never before. Today's enterprise mobility environment is being impacted by new technologies and never-before-seen demands that have the potential to create dramatically better outcomes for your organization.

Whether you're ready or not, digital transformation is redefining mobile technology's role in driving big-picture business strategies. Mobility management is no longer a singular aspect of digital transformation; it's emerging as the key to unlocking satisfied customers, better user experiences, and future-proofed enterprise technology ecosystems.

Your mobility management approach is an essential element of overall business growth, ongoing success, and accomplishing goals that are impossible to meet otherwise. Going forward, your challenge is more than simply managing mobile technology – it's refocusing your enterprise mobility efforts to become the strategic pillar that supports your entire digital transformation journey. Otherwise, you'll never be able to achieve business results that fulfill your organization's purpose.

As innovations like 5G and the Internet of Things (IoT) expand wireless constructs beyond the boundaries of your traditional enterprise mobility environment, digital transformation will redefine the fabric of communication and how you currently manage technology. If you think mobility is important now, just wait and see what's coming over the next few years.

Before you start to panic, however, these next-gen technologies and programs present many similar challenges. And there's one solution capable of satisfying your next-gen demands: a comprehensive mobility management program designed to support digital transformation both today and tomorrow.
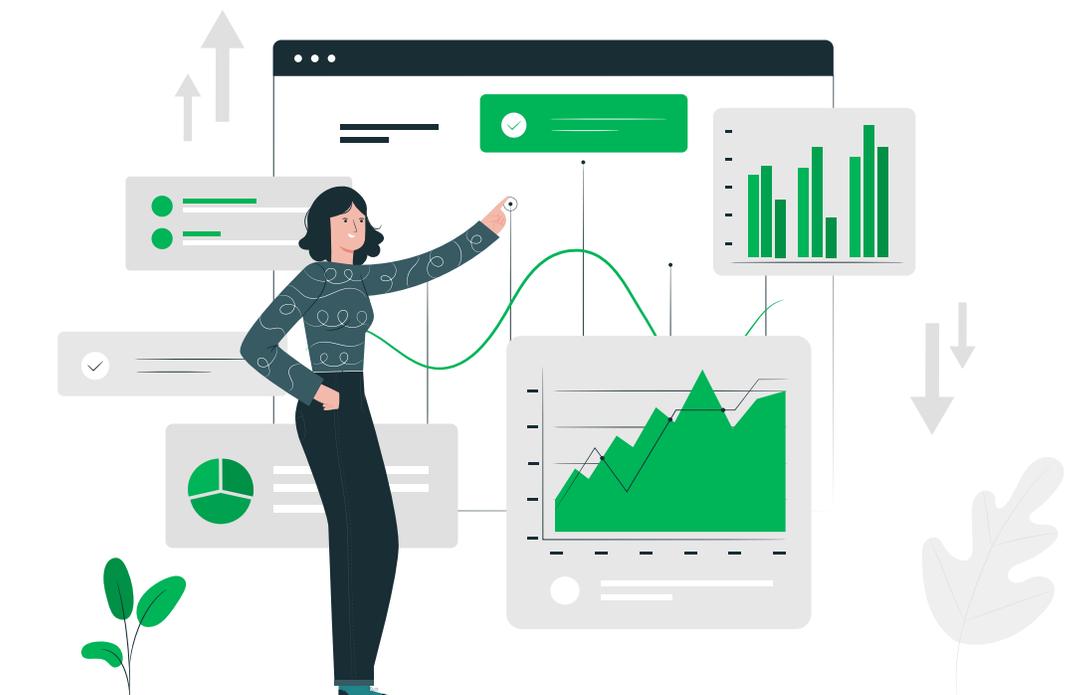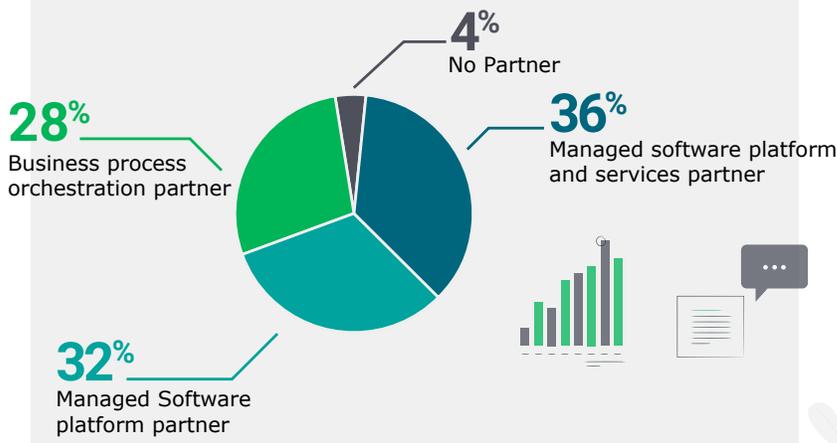
To create this comprehensive enterprise mobility program, you need a single, unified platform capable of eliminating complexity and enhancing your user experience. Equipped with this advantage, your organization establishes a globally visible technology environment that centralizes your digital transformation practice, improves your understanding and comprehension, and controls your continuous evolution through these seven steps:

No wonder 96 percent of all organizations rely on a mobility management partner to support their technology lifecycles, internal staff, and managed software and services initiatives throughout digital transformation. If you're trying to tackle enterprise mobility challenges, ensure future success, and optimize your user experience going forward, you need a solution capable of doing more than saving money. You need the expertise to satisfy users, increase the value of business enablement, and drive strategic outcomes through automation.

___ seven steps

Defining your enterprise mobility program's purpose

Preparing your mobile policy

Optimizing your business processes

Creating, evaluating, and managing your mobile technology programs

Unifying your technology management platform

Improving the impact of your partners

Delivering greater ROI and performance

How Today's Organizations Manage Enterprise Mobility

4% No Partner

36% Managed software platform and services partner

28% Business process orchestration partner

32% Managed Software platform partner

Purpose

Without a defined purpose, it's impossible to know what your enterprise mobility effort needs to support digital transformation. Mobile technology is a catalyst for digital transformation and establishing the next generation of connectivity – as long you understand your business strategy and align mobility to play an important part within that context.

Whether you're managing 5G and IoT initiatives or are working to overcome the challenges traditional Corporate-Liable (CL)/BYOD programs, handsets, and plans present, an overly complex approach that leverages a combination of systems and platforms typically fails to help you drive big-picture business strategies through mobility management objectives. Multi-platform solutions can't help you analyze real-time data trends, leaving you largely powerless to understand the root cause of enterprise mobility problems or how centralization, comprehension, and control is a mandatory three-step journey that brings your purpose together to ensure a more successful future.

To experience meaningful and lasting enterprise mobility results that deliver impactful business value and ROI, user experience needs to be your top priority. And multiple logins, internal management teams, and software products can't deliver the seamless experience employees have come to expect.

A single-platform mobility management approach, on the other hand, makes these goals possible by providing a comprehensive, easy-to-use interface that ensures ongoing improvement and success where your technology-driven outcomes are concerned. With one platform backed by industry-leading expertise, your enterprise mobility team can proactively create rapid responses and resolutions that transform your user experience. Not to mention additional benefits like greater visibility, automation potential, and self-service capabilities…

Policy

The specific programs and technologies you choose to implement and manage are only one small part of a future-proofed enterprise mobility initiative. Without strategies and rules that align with your overall business goals to support them, your organization doesn't have the guideposts it needs to drive user adoption and adherence.

Your policy needs to influence positive user behaviors and technology consumption. Otherwise, it's impossible to support your mobility management purpose, enable governance, and ultimately drive digital transformation. It's also important to remember that policy isn't a punitive tool – it's a tool that should be used to positively move your business toward better outcomes by informing users how to make good, safe choices.

While you undoubtedly understand your internal technology management talent and big-picture

business objectives better than any outside partner can, a managed software and services provider helps you excel wherever external factors are involved. These solution providers give you the expertise and tools needed to prepare for new technologies, trends, and changes that can greatly influence your program's future success.

But the benefits don't stop there. A single-platform mobility management solution offers more than proven best practices to improve your policies – these partners give you the ability to build, refine, and implement automated workflows that enable your enterprise mobility team to expand processes at a virtually infinite scale.

That means growth without the additional investments, infrastructure costs, and support challenges internally managed initiatives encounter when they attempt to enforce or revise existing policies.

Processes

For any mobility management initiative, the goal is to create sustainable, repeatable processes that provide continuous savings, user experience, and revenue growth improvements. However, satisfying these requirements is much easier said than done – especially if you're attempting to drive progress through a variety of platforms, teams, and management methodologies.

This challenge only grows more difficult if you're managing global programs that leverage unique service providers, program types, and processes from one region to the next. As best practices grow outdated from one month to the next, relying on processes because that's how work has always been done inhibits the innovation required for digital transformation.

Your mobility management processes should start with the end goal in mind – and an expert partner helps you stay focused where this pursuit is concerned. Supporting mobile technology has never been more complex than it is now, and without this approach it can be easy to lose sight of why you're optimizing processes in the first place considering there are often multiple ways to get where you want to go.

A single-platform enterprise mobility partner instantly resolves these issues by deploying a standardized approach. The combination of international experience and a consistent software platform creates a universal set of mobility management processes, enabling your team to deliver a flexible practice framework capable of adding new users, new asset types, new service providers, and new programs that maximizes business opportunity and growth.

Managed software and services make it possible to apply automation to legacy workflows. This means greater flexibility and code-free tools that help you proactively

adapt to changes in your mobility management environment – delivering enhanced visibility, configurability, and business value wherever possible.
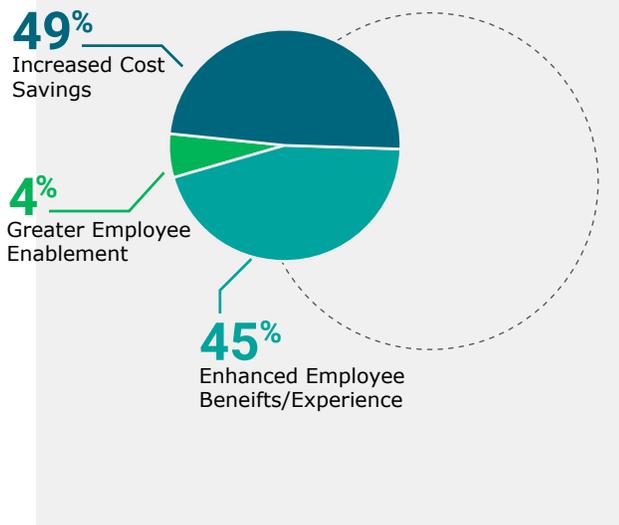
Additionally, a single-platform approach also solves enterprise mobility managers' number one concern: data security. More than 70 percent of today's technology leaders fear the consequences of breaches and vulnerabilities that multi-platform solutions present. By establishing one product to manage and safeguard sensitive program information instead, your security efforts can be instantly simplified because Unified Endpoint Management (UEM) software insights can be hosted in the same environment you already use to manage all other internal program data.

More than 70 percent of today's technology leaders fear the consequences of breaches and vulnerabilities that multi-platform solutions present.

Programs

Unfortunately, there's no single program type that solves all your mobility management challenges. We live in a hybrid technology world that requires multiple approaches to be successful. And this usually means different sets of needs and objects to support your overall business strategies – especially as new ones are adopted moving forward.

Why Enterprise Mobility Makes the Move to BYOD

49% Increased Cost Savings

4% Greater Employee Enablement

45% Enhanced Employee Beneifts/Experience

Considering there will be more than one trillion connected devices in use by 2025 (and more than 13 billion being managed by enterprises today), your digital transformation success is dependent on managing a myriad of emerging technologies from a single platform. Even now, legacy devices like BYOD create problems for over-worked technology management teams that lack the time and resources necessary to manage a variety of spreadsheets, systems, and disjointed software platforms.

The number of enterprise-managed BYOD devices, for example, will increase by nine percent through 2022 as organizations seek increased cost savings, enhanced employee benefits/experiences, and greater employee enablement. However, making the move to BYOD isn't always

tangoe®

your best move – a BYOD programs' savings potential can be deceptive. Fortunately, single-platform mobility management partners help here, too.

Despite the apparent monthly service costs savings BYOD supplies, some organizations end up spending more on these programs in the long run. That's because the need for internal support increases as your enterprise mobility environment incorporates a wider variety of asset types, operating systems, and potential employees enrolled in the program. And that doesn't even consider the additional security risks and fines that can result if UEM noncompliance or personal vs. enterprise data concerns are present.

A single-platform mobility management approach combines software and expertise to provide real-time decision-making capabilities – making it possible to analyze BYOD program performance and assess whether or not this management style is actually delivering the benefits it was implemented to create. Without this insight, it can be impossible for you to determine whether BYOD is your optimal enterprise mobility solution.

IoT and 5G are advanced technologies that can be considered as separate program mobility program types. As these devices enter the enterprise mobility environment over the next decade, they will require centralized planning and management to ensure your infrastructure is ready to make this transition safe and effective. A single-platform provider is uniquely positioned to help you take advantage of the performance benefits these innovations provide.

Platform

Your mobility management platform is the glue that everything together. Your organization needs a single source of truth to ensure centralization, comprehension, and control of all initiatives that support technology and effectively manage once-disparate programs through orchestration.

As enterprise mobility evolves, more and more teams are being asked to satisfy the convergence trend by incorporating new asset types into traditional mobility management initiatives. Fortunately, a single-platform partner solves these demands, too. Rather than managing different programs and devices from isolated silos, this next-gen approach unifies your technology management practice by delivering a comprehensive solution that's capable of supporting IoT, cloud, and traditional telecom efforts in addition to mobility.

One source of truth creates a variety of business benefits. Beyond creating a program more capable of controlling spend, maximizing user experiences, and driving

future initiatives forward, single-platform providers allow you to do several things you've never been able to before. Consolidating all program types (and eliminating the ones that are too expensive or don't work); connecting specific people with role-based processes to make more informed decisions; understanding when, where, how, and why assets are being used; and more quickly addressing issues when they arise suddenly become possible.

Managing all of your technologies from the same platform also means traditional workflows and processes can be standardized – and often automated – to save time, resources, and manpower for more strategic uses instead. The advantages you can deliver as a result are almost endless: increased revenue, new products and services, greater market share, and improved talent acquisition/retainment are just a few that should come to mind.

Partners

An unparalleled software experience is just the tip of the iceberg where single-platform partners are concerned – these solutions also expand your employees' knowledge and extend your internal mobility management environment by adding expertise and an external team to offload the burden of daily tasks placed on the shoulders of already stretched-thin technology managers.

In addition to providing additional resources to manage your inevitable enterprise mobility changes, these providers also deliver dedicated subject-matter experts to help you plan for future success. You'll know which program types to use, how to most effectively negotiate with carriers/vendors, where your missed opportunities for improvement exist, and which technologies you need to be preparing for now.

With this added expertise, you'll also be able to reduce – if not entirely eliminate – the need for internal technology management teams to perform user support, giving them the ability to focus on specialized functions, projects, and roles that serve to enhance your core competencies instead. And that doesn't include the greater cost savings single-platform solutions provide in areas such as contract negotiations, identifying/disconnecting unused or under-used services and devices, reconfiguring rate plans, and resolving invoice errors.

Performance

Ultimately, your mobility management investment fails if it doesn't uncover the positive ROI your leadership expects. A multi-platform enterprise mobility

Where Single-Platform Mobility Management Solutions Deliver Savings

8% Other Activities

36% Negotiating Contracts

12% Resolving Invoice Errors

20% Reconfiguring Rate Plans

24% Identifying/Disconnectng Unused or Under-Used Services and Devices
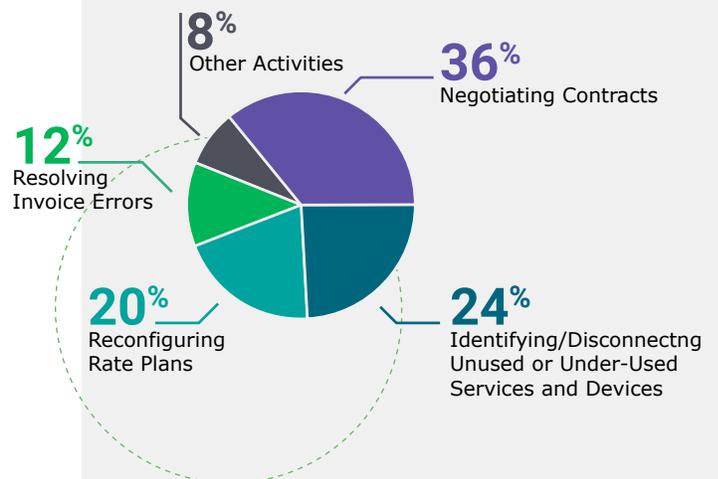
practice makes the prospect of defining success, measuring performance, and identifying improvement opportunities even more daunting than it already is moving forward.

However, a single-platform solution reverses this trend by establishing a central viewpoint to manage and refine your efforts from. This is critical to ensuring future success, as more systems and technologies seem to be lumped under the enterprise mobility umbrella with each passing day. Without one of these partners in place, this increasingly chaotic picture will only grow more and more complex – especially as the number of programs you manage continues to expand.

Perhaps more beneficial than any other advantage delivered, a single-platform mobility management partner gives you the ability to make actionable decisions in real-time rather than being held hostage by reactive, after-the-fact improvements that minimize savings and negatively impact your user experience. By evolving your practice as it grows instead of in response to it, you make it possible to ensure future success, take advantage of new program types and technologies, and align enterprise mobility with your organization's strategic vision for technology beyond its traditional boundaries.

Start Building Your Better Future Now

Today's digital economy magnifies mobility management challenges and governance obstacles like never before. Moving forward, you need to leverage a partner with the tools and experience to oversee non-traditional assets like IoT, laptops, and tablets that already make up almost 40 percent of your mobility management program.

Without a single-platform solution, more than 80 percent of CIOs, CFOs, and CTOs will find themselves overwhelmed by digital transformation and the demand for mobility-driven innovation because they lack the technology to make change happen. Not to mention spending at least 30% more to manage connected assets…

Single-platform mobility management solutions are the essential element to tacking your enterprise mobility challenges. As complexity and negative user experiences grow more likely by the day, you need to act now to ensure a more productive future. See how Tangoe Mobile helps you centralize, comprehend, and control your enterprise technology evolution at every step to ensure digital transformation success.

More than 80 percent of CIOs, CFOs, and CTOs will find themselves overwhelmed by digital transformation and the demand for mobility-driven innovation because they lack the technology to make change happen.

About Tangoe

Tangoe offers one complete solution for order, invoice, inventory and expense management for telecom, mobile and cloud environments. With more than 20 years of industry knowledge, Tangoe experts help customers stay ahead of the ever-changing marketplace trends that affect their business, like IoT, 5G, AI, and the cloud. Via the Tangoe Platform, customers have one complete solution to make sense of order, invoice, and expense management for telecom, mobile, and cloud – including IoT and 5G. In fact, Tangoe manages more than $40 billion in technology expenses across 10 million global technology assets including $2 billion in payments.

About the Author

Matt Louden authors AOTMP® Research reports, analyst perspectives, market landscapes, vendor white papers, insights, and more. Thanks to a background diverse in technology journalism, Matt is able to write with versatility across AOTMP® Research's practice areas. His skillset allows him to speak to a range of issues enterprises and vendors face amid the ever-changing telecom, mobility, and IT management environment.

About AOTMP® Research

AOTMP® Research supports the initiatives and objectives of telecom, mobility, and IT vendors and technology lifecycle management vendors with actionable data and insight. To that end, AOTMP® Research focuses on multiple practice areas including IoT, 5G, cloud, blockchain, security, telecom, and mobility lifecycle management among others. For vendors, using AOTMP® Research in education, sales, and marketing campaigns leads to higher revenue, more market share, competitive differentiation, and happier customers.

About AOTMP®

AOTMP® is a worldwide leader in telecom, mobility, and IT management best practices and research. For over two decades, it has been on the forefront of telecommunications, mobility, and information technology management with its comprehensive suite of solutions including AOTMP® University, AOTMP® Research, the AOTMP® Industry Council, AOTMP® Performance Scoring & Analytics, and its baseline and validation services. With its proprietary and patented Efficiency First® Framework, it applies best practices to telecom, mobility, and information technology environments. Powered by years of analytics and data, AOTMP® continues to make strides as an authority in the industry.