



Need to Eliminate Mobility Management Headaches? Here's How.

Demands on mobile devices have never been greater, and those demands have been amplified by the stresses of the COVID-19 pandemic. Enterprises have embraced mobility just as consumers have, and today more than half of all executives rely on mobile business apps to increase productivity and improve processes.¹ However, the rapid expansion of mobile adoption strains IT's ability to deploy, manage and maintain both company-owned and bring your own device (BYOD) equipment. This white paper addresses the challenges of endpoint management and offers best practices in eliminating these pain points.

The mobility explosion

Today, companies need a solid mobility strategy to thrive. For nearly every organization, mobility is the key to digital transformation. Mobility empowers clients, employees and partners to interact for mutual benefits, while enabling more self-service capabilities to drive efficiency and engagement.

Enterprise mobility has evolved rapidly. Where email, contacts and calendars were the mainstays of mobile devices, smartphones and tablets are now mission-critical, key components in the way executives, sales staff and virtually every employee interacts with the business. There's an app for everything, including nearly all line of business functions.

This upsurge in mobility shouldn't surprise anyone, since mobile consumers already spend nearly 90% of their time on apps.² And, in today's pandemic-charged environment, shelter-in-place (SIP) orders and office closures accelerate the need for a solid mobile strategy, regardless of location or industry. The simple truth is that businesses that are not mobile first or at least mobile friendly are already at a competitive disadvantage.

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Management challenges evolve

As the number and types of mobile devices increases, traditional IT support methods just cannot meet the management and support needs of today—or what's expected tomorrow. It may have been acceptable to offer best-effort support for a device that was used strictly for email and calendar with a five-day replacement, but in today's mobile-heavy environment, every user demands immediate, high-touch technical support for their endpoints—both mobile and fixed.

However, many organizations do not have a 24/7 support model. Even large enterprises may not be prepared to offer around-the-clock support for applications and devices in use across many time zones. Still, virtually all enterprises require next-day, ready-to-go devices to compensate for breakdowns or failures in any device type, whether Windows, Linux, Android or iOS.

¹ "2016 Executive Enterprise Mobility Report," CITO Research/Appierian/Gatepoint Research, 2016.

² "Mobile marketing statistics compilation," Smart Insights, November 11, 2019.

Mobile devices now are mission critical, and they demand mission-critical management, security and maintenance capabilities. With COVID-19 requiring SIP orders that will evolve over time, the need to provide every remote worker easy access to corporate data—from the device they prefer to use—becomes essential to achieving business objectives.

Remaining with the status quo—where many devices are unmanaged—is no longer an option. Unknown or non-existent security capabilities on unmanaged devices can lead to breaches and data leaks, and the resultant expenses to the organization can be steep. Regulatory penalties associated with violations of HIPAA, PCI and especially Europe's GDPR can be crippling, impacting bottom-line profits for years. In short, issues with mobile devices quickly translate to lost productivity at the best, and the inability for employees to do useful work at the worst.

What IT wants

IT shares one big desire with users: the ability to offer 24/7 year-round support capability for mobile devices. However, IT does not want to assume the burden of upfront costs to achieve those support levels. Similarly, IT wants the ability to solve support staffing issues to handle the ever-growing number of mobile device incidents but does not want to shoulder the costs of maintaining a staff of experts around the clock. Today, there is too much variability in the support needs of staff for support efficiency. The number of tech certifications and the commitment in cost and time associated with staffing can rapidly spiral out of control.

Support teams need the ability to scale as needed to handle spikes in demand, continual upgrades for a broad range of devices and even pandemics that keep users separated from their places of business.

No business wants to reinvent the wheel. IT organizations would rather acquire need-based services that augment their existing capabilities. For example, many businesses lack visibility into day-to-day spending for mobile devices, services and support, and quarterly reviews lack granularity and can leave a significant amount of money on the table between review cycles.

In summary, IT wants to deliver seamless end-user support (EU) and unified endpoint management (UEM) across all devices, at all locations, all of the time, and to do so while being unburdened.



Vox Mobile simplifies

Fortunately, all these capabilities are available today from Vox Mobile, the leading provider of customized managed mobility services (MMS), delivered at a predictable cost. Vox Mobile offers enterprises a needs-based menu, so their IT and user teams can choose only those services they need the most, mixing and matching with their own in-house capabilities. If an organization already has a great logistics capability, they can handle replacements while relying on Vox Mobile for device management and security. Already have a help desk? No need to switch to the Vox Mobile platform for that.

Vox Mobile has one simple goal: to help every user perform their business functions regardless of the device they use, any time of the day, from anywhere they connect. And, Vox Mobile understands that every user has their own preference in communicating with a support team.

Vox Mobile supports them all—phone calls, live chats, even a self-service knowledge base to get the fastest possible resolution to every device issue.

Why Vox Mobile?

At Vox Mobile, supporting mobility is not just job number one, it's our only job. Mobile support is all we do, and our years of experience translate into our ability to deliver expert consultations to clients—unlike the larger consulting firms who MAY have mobility expertise as one among their many offerings.

Vox Mobile lets you take advantage of our buying power in other ways. Thanks to our negotiating leverage, we can reduce enterprise mobility management (EMM) licensing costs, and we can scale with you as your needs change whether due to growth, pandemic, or seasonal spikes in demand.

Vox Mobile's unified endpoint management (UEM) tools ensure that every end user device—mobile or desktop—is secure, patched and current, regardless of manufacturer or operating system. And Vox Mobile provides complete visibility into an organization's mobility spend, providing monthly analyses to ensure that every business' investment is optimized to get the best bang for the mobility buck.

Vox Mobile is the one single source for all mobility service needs enterprise wide. Say goodbye to mobility management silos and say hello to productivity gains and savings.

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Next steps

Ready to streamline your organization's mobility strategy? [Click here](#) to learn how Vox Mobile can help your business survive and thrive digital transformation's march to increased mobility.

Vox Mobile is a global leader in providing complete enterprise Managed Mobility Services (MMS). More than 600 companies around the globe use Vox Mobile services to ensure their mobile workforces are connected and productive. Vox Mobile is recognized for its end-user satisfaction and has the highest Net Promoter Score (NPS) and customer satisfaction levels in the industry. For more information, visit www.voxmobile.com.

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