

5 WAYS ENTERPRISE MOBILITY MANAGEMENT CAN MAKE THE WORKPLACE FUTURE-PROOF

Today's modern devices need agile solutions. Organizations who still rely on legacy, manual methods of distributing assets via spreadsheets of emails, or only investigating new service plans after contracts expire, are falling behind their competition. Aberdeen suggests following the steps outlined below to better manage mobile devices proactively and on a regular cadence, improve productivity and processes, and reduce risk and expenses.

- **Fully-Automate Processes and Streamline Workflows.** Embracing automation and moving away from manual, outdated processes—and the vendors that use them—is crucial. This allows companies to quickly and easily manage devices in a single place, avoiding unnecessary effort and expense. With enterprise mobility management (EMM), companies can streamline routine, manual business workflows to save time, cut mobile bills, and reduce risk. It also alleviates staffing pressures by reducing redundant tasks, ultimately leading to greater productivity and operational efficiencies.
- **Enable Greater Device Inventory.** EMM adopters are more likely to deploy device inventory (e.g., whether a device is visible/not visible to technical staff) than non-adopters. Aberdeen research has found that 33% of endpoint devices currently on the typical enterprise network are not visible to IT staff. These adopters can not only discover the devices that are connected to the enterprise network but can also assess device posture more effectively (i.e., to provide visibility into the operating system, installed software, version and patch levels, signature updates and so on).
- **Facilitate Bidirectional Integrations.** Bidirectional sync between carrier and EMM providers helps to achieve higher inventory accuracy and greater visibility. Aberdeen research shows that 57% more EMM adopters have already implemented inventory of applications on smartphones and tablets than non-adopters, and 51% of adopters have already implemented inventory of mobile devices with network access compared to non-adopters. Bidirectional integrations also keep mobile data in sync and allows EMM adopters to update the same piece of data in both systems.
- **Provide Powerful Analytics and Custom Reporting.** Having granular analytic capability allows for access to deep-level data to get powerful results vs. the manual way of spreadsheets. This can generate custom reports to obtain real-time clarity and pinpoint accuracy that can be used for strategic financial decisions. Analytics can also be used to facilitate continuous improvements and pinpoint changing business conditions.
- **Improve IT Service Management.** EMM adopters gain additional benefits when implementing IT service management solutions compared to non-adopters. Aberdeen research has found that EMM adopters are 28% more likely to have improved IT productivity than non-adopters. They also report a 41% improvement in incident reporting. When asked how satisfied the consumers of their IT services are, adopters report a 39% increase in satisfaction than non-adopters.

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