



Mobility for the Agile Enterprise

Enterprise Mobility Driving
Productivity and Efficiency

spectralink 

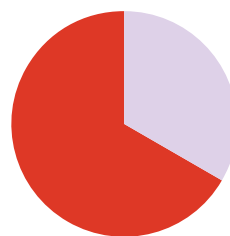
A brave new world for mobility

The years 2020 and 2021 have brought about lasting change in the way that mobility is thought of and achieved within businesses.

Although the Covid-19 pandemic has certainly propelled this shift, it would be short-sighted to deny that many of the cultural changes concerning workplace mobility were already taking place.

Mobile devices, smart mobility platforms, collaboration tools, and business applications were already becoming critical enablers of efficiency and opportunity in the workplace before Covid-19. Especially in environments where workers may be isolated for long periods of time, they played an essential role in ensuring mobile workers' safety and productivity. Their impact on businesses has now been brought to the forefront as many employees shifted to mobile or home working environments due to the social distancing requirements of the global Covid-19 pandemic. With 5.22 billion people (66.6% of the global population) using a mobile device, change is loudly knocking on the door of all types and sizes of business¹.

In the factory, workers can now use their mobile device to interact with sensor-driven machine information to optimise productivity, log information real-time into shared documents, and reach their colleagues with crystal clear voice quality even from remote locations. In logistics, pickers and other workers are safe in the knowledge they are always connected to their colleagues and able to update information via a simple code scan. At the same time, retail professionals are finally empowered to improve the customer experience with accurate, real-time information on stock and availability gathered from colleagues in the back of the store or via an app. Similarly, hotel workers and hospital workers can now manage their workflows more efficiently and effectively across large, distributed environments, contact cleaning staff or pharmacies at the touch of a button, and spend more time with patients or customers, ensuring better customer satisfaction improved patient outcomes.



66.6% of the global population uses a mobile device

Now that so many people are equipped with a smartphone, it is hardly surprising to find that workplace apps designed to improve efficiency, productivity, safety, and communications flows are also flourishing. In fact, the global workplace experience apps market is set to reach \$988m by 2025². IT executives confirm (82%) that smartphones are highly important to employee productivity³.

Workplace mobility is here to stay and affects different types of workers in different ways depending on their needs. Office workers need to stay connected when working remotely, but there are also a lot of workers within the workplace itself whose communication needs are currently far from satisfied: frontline workers in retail, catering, healthcare, and manufacture need enterprise-grade handsets, networks, and applications to ensure they can work productively and safely, improving outcomes and efficiency as well as their organization's bottom line.



The tech enablers for the mobile workforce

The cloud is a key enabler for new mobile applications and for the Unified Communications as a Service (UCaaS) offering that enables the cost-effective introduction of enterprise-grade solutions for businesses of all sizes.

The cloud has made it possible to provide workers anywhere with a plethora of apps, storage, and systems that are updated in real-time through Unified Communication systems, online and offline data synchronization, analytics, remote monitoring, and push notifications.

All these tools are becoming essential to everyday work as they have already become rooted in our habits. We expect the availability and benefits of high-speed networking, clear voice quality, highly integrated smartphones, and a huge range of apps with barcode readers and image recognition tools. These same standards are then applied to the work environment where we expect apps to support us in our daily tasks, but with additional security and safety, protocols applied. For example, in healthcare settings, devices need to be able to withstand sterilization, have battery power to last through lengthy shifts, and ensure 24/7 connectivity. In manufacturing environments, devices need to be rugged and resistant, while retail and hospitality environments demand that devices are outwardly clearly distinguishable from consumer tools so that customers are not misled into thinking that staff are playing around with their phones instead of attending to their needs.

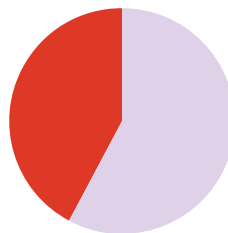
These concerns highlight just how unsuitable consumer-grade devices are for professional environments. In addition to the issues highlighted above, consumer devices cannot grant the level of security for company data that businesses require, opening businesses up to all sorts of compliance issues. They also can't easily be managed remotely or centrally, making it difficult to ensure that updates are routinely carried out, or that phones are blocked and secured in case they are lost or stolen. 'Bring your own device' (BYOD) policies, though common, therefore, put the company's efficiency, staff, and data at risk.



Anatomy of a mobile workforce

With 70% of businesses now placing enterprise mobility as their top priority for staying competitive⁴, there is bound to be a significant rise in professionals conducting business on mobile devices. As a result, the demand for custom enterprise apps is also rising, with 84% of enterprise companies reporting an overall increase in productivity as a direct result of incorporating mobile apps⁵. It is therefore hardly surprising that 42% also aimed to develop 50 or more mobile apps⁶. Overall, global spending on mobile app development is expected to reach \$1.7 trillion in 2021⁷.

As more and more people carry a range of devices for personal and business reasons, it is becoming increasingly clear that employees also need to be provided with all the necessary technology they need – devices, handsets, and apps- to work effectively wherever they are.



42% of businesses plan to develop 50 or more mobile apps

New Business Processes

Today, most internal enterprise applications are designed with mobile usage embedded. Whether businesses are using existing software to enhance processes, harness in-house data, take advantage of new collaboration tools or using Android apps to manage tasks, it is clear they expect to see new applications designed with the needs of mobile workers in mind.

As many workers remain remote at least some of the time in the post-pandemic phase, mobility issues will become everybody's issues; no longer an obstacle only to remote lone workers on a manufacturing plant, nurses on long shifts in large hospitals spread out across multiple buildings. Now, even admin and office staff need to work from anywhere and share their data and information collaboratively with the rest of the team.

Traditional communication systems have become inadequate. While businesses have dipped into teleconferencing and document sharing, a more streamlined approach to enterprise mobility is required to truly connect the enterprise in an effective way that improves productivity. This includes Unified Communications and Collaboration (UC&C) as a strategic first step when building business applications, not as a mere afterthought that creates ad hoc processes and requires employees to use multiple devices/systems to access the information they need to do their jobs.



How do Spectralink Systems support workplace mobility?

Spectralink provides a portfolio of enterprise-grade durable handsets purpose-built for the enterprise, UC integrations with leading platforms both on-premise and in the cloud, and the industry's largest applications ecosystem for key verticals to improve end-user workflow and communications.

Some areas where Spectralink can bring your business the strongest return on investment (ROI) in mobility are:



Operational Efficiency

Most businesses that have grown over the years run a number of legacy systems. Each of these systems (base stations, handset, and software, for example) often operate on different platforms and processes that are not easily integrated, resulting in data that is siloed and inaccessible to other areas and departments within the same business. Not only is this an auditing obstacle, but it impedes the analysis of information for strategic purposes. Businesses are therefore looking to consolidate these solutions into one multi-functional platform to save time and money, improve the value and longevity of technology investments as well as of decision making and drive higher ROI. Spectralink's huge range of integrations

and our open API interface means devices and systems easily integrate with legacy systems, creating a cohesive enterprise communication system.



Improving workflows

Unified communications (UC) solutions are developed to help workers from different business areas collaborate and transform data into actionable insights to drive strategic decisions. Spectralink supports integration across the board to achieve this but also helps manage your entire mobility solution. Spectralink's AMIE™ (Advanced Mobile Intelligence for Enterprises) platform helps ensure that all Spectralink Wi-Fi solutions and IP-DECT infrastructure keep running smoothly with easy deployment and centralized administration, analytics for proactively diagnosing issues, and managed services to increase efficiency.



Safety first

Lone workers, such as night security guards, nurses on psychiatric wards or those working in toxic and hazardous environments are often exposed to high-risk situations. Many large and distributed businesses employ mobile and remote systems to help lone workers share their information and data and protect them. With a one-button programmable panic alarm, crystal clear voice availability throughout a facility, uninterrupted voice coverage, Push-to-Talk, links to IoT sensors and biometric systems, caller location ID, and more, Spectralink ensures they are never far from help.



Customer Service Improvement

As customers, we are accustomed to high levels of personalization and attention. We know that information is available at the click of a button, and the same is expected when interacting with associates in-store or in a restaurant. Giving mobile workers access to real-time information on the move – whether it is the kitchen, storage, a warehouse, or another store in the same city- is a major contributor to improving the customer experience. This allows employees to create efficient interactions and higher quality service.



Regulatory Compliance

Recent research revealed that 41% of remote workers access critical and confidential work data via unsecured personal applications⁸. This data, such as sensitive personal information like health records or credit card details, become dangerously exposed to attacks by cybercriminals. Valuable corporate data, trade secrets, and corporate intellectual property (IP) are also at stake. Spectralink supports compliance and security for regulated business processes via tracking and automatic audit trail creation for regulated business processes, taking the reporting headaches out of compliance.

The perfect fit for your business

Your business is unique, with distinctive goals, aspirations, and ways of working.

Spectralink is with our customers wherever they need us; however, they work. We remain committed to listening and understanding the needs of each customer to identify, integrate or develop the solution that best makes mobility work for their business.

Combine this with a robust ecosystem of technology and applications and our 30 years of expertise in the mobility space, and you have a partner that is able to continuously deliver superior voice quality, data messaging, and collaboration tools in all-in-one enterprise-grade devices.

Spectralink is by your side to help you define your goals and achieve them in a cost-effective and timely way, so if you're looking for support in unifying your mobile workforce, office employees, frontline and remote workers, we're with you.

Contact us to learn how Spectralink can help empower your mobile workforce and make mobility work for you.

Talk to sales

SOURCES

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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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