

Conquering Your Mobile Fears: The Enterprise Checklist

As mobility infiltrates our lives, it's no surprise that employees are looking to leverage the features and benefits of mobile devices in the workplace. From accessing email, apps and data at their fingertips to communicating seamlessly with management, customers and vendors, creating a mobile workforce can increase productivity while generating competitive advantages and top-line growth.

So why all the fuss? Audit committees, C-suite executives and boards of directors alike are often putting the brakes on going mobile because of its inherent risks and unknowns. Inconsistent operating systems, unwritten policies and varying levels of vulnerability could make deploying and managing such an environment impossible. That is, unless you have the right partner to help you evaluate and implement enterprise mobility management (EMM) successfully in your organization.

An EMM platform, combined with mobile device usage policies and a wireless expense management solution, can help you reduce the costs associated with creating a controlled, secure environment without sacrificing employee engagement. Regardless of where you are in the implementation process, use this checklist, which follows our proprietary four-step mobile management process, to help get your decision makers on board and make mobility work for you.

01 DISCOVER

- Identify your company's goals for mobility and create a comprehensive mobile strategy around them.
- Determine whether you will support company-owned assets, BYOD (bring-your-own-device) assets or both.
- Pinpoint who within your organization will have mobility access and to what information, applications and resources they need.
- Determine which devices your company will need to support and, subsequently which operating systems will be included.
- Compile information on current mobile device usage costs on all supported devices from all telecom carriers.

02 DESIGN

- Conduct a workflow and dataflow assessment for mobile users to understand current process and problems.
- Develop rules around your data for who has access to what on any particular device.
- Outline the hardware, software and applications necessary to enable your mobile users with company goals in mind.
- Consider what steps you need to take to protect sensitive data and prevent leakage.
- Evaluate the opportunity for scalability with any solutions under consideration to proactively prepare for change that might occur.

03 INITIATE

- Develop Mobile Device Usage Policies (MDUP) for corporate devices and personal devices.
- Consider processes for enrolling and decommissioning devices, employee self-service, IT support, and adhering to privacy considerations and standards compliance.
- Set up a Proof of Concept (POC) for your selected EMM platforms, apps and file storage solutions.
- Determine what cost savings are available to you through a wireless expense management (WEM) platform and implement one accordingly.
- Conduct employee training as needed and implement an onboarding program to increase employee buy-in and compliance with your policies.

04 IMPROVE

- Evaluate the performance of your EMM and how its working with your policies to deliver on company goals.
- Review and update tools, processes and procedures for constant iterations.
- Stay on top of updates and enhancements available through your EMM platform, and consider having your key administrators become certified platform experts.
- Monitor your security infrastructure for security threats as well as network, app and device performance.
- Modify your mobile strategy and its execution to keep on top of evolving compliance and regulatory standards, and match best practices within your industry.

Questions? Facing challenges in completing these steps on your own?

Contact TechOrchard for the support and expertise you need to discover meaningful mobility.

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