Top three requirements for a successful mobility deployment

In the next three years, 1.75 billion people will be mobile in the workplace. (1) This means it is critical that businesses have a mobility strategy that provides real business outcomes including increased productivity and operational efficiency, according to Wavelink.

Ilan Rubin, managing director, Wavelink, said, "For companies currently without a mobility solution, or those reliant on a bring-your-own-device (BYOD) strategy, implementing a mobility solution is more than simply picking a nice handset with good call quality."

A full solution will comprise smart devices that can run multiple business applications. The solution might include the mobile devices, the middleware to tie in new and existing applications, beacons or other forms of sensors for tracking and the apps themselves, along with integration with existing systems. This might include everything from secure text messaging, alarms and location tracking of people and equipment to staff protection / duress, workflow / task management for building, plant maintenance and housekeeping.

Ilan Rubin said, "Likewise, for companies that already have a mobile solution, technology advancements are forcing more and more to switch from relying on traditional networks to Internet Protocol (IP) networks. This lets them lower costs and improve reliability of cover, flexibility of provision, and, in spite of newly-evolving cybersecurity threats, more secure networks."

A key challenge every business faces in trying to modernise its network is that of integrating new requirements and solutions with existing infrastructure. This tends to pose integration issues and 'silos' of data and information, causing inefficiencies and obstacles to operational improvement.

The prospect of replacing legacy networks, radios, and wireless networks entirely is rightly unappealing, but next-generation communication networks let businesses use voice over Internet Protocol (VoIP) and unified communication (UC) platforms without reinventing the wheel.

As a result, whether looking to deploy or modernise a mobility solution, the project requires a lot more thought than whether the phone looks good. It is about finding a solution that meets the business needs today and in the future.

Wavelink has identified the top three requirements for a successful mobility deployment:

1. Interoperability. Businesses thinking about modernising their communications infrastructure should take stock of their existing systems and evaluate which legacy systems would be costlier to remove than integrate and vice versa. 40 per cent of professionals responsible for mobility in their organisations believe that legacy system integration will be the biggest obstacle they will face when implementing a mobility solution. (2) A truly versatile solution would, however, ensure that their communications network is no longer tangled up in a web of communication silos that harm employee productivity, efficiency, collaboration, and, in some cases, safety. True interoperability should deliver business applications, communications, and collaboration tools that require little or no training, and can immediately be used in their existing enterprise environment without the need to apply new components or modify mission-critical operations.

2. Flexibility. Flexibility is a core requirement in every business, as all modern organisations rely on technology to support all aspects of their operations. To avoid lagging behind competitors who are gaining an edge by implementing the latest technology, companies need to consider the flexibility of the mobile solution they deploy to ensure it meets their requirements today and can advance and

adapt alongside business growth.

3. Security. In addition to complying with existing and upcoming regulations, businesses need to urgently face the very real issues of cybersecurity, and personnel and device safety. All new mobility solutions should be developed with infrastructure that secures both sensitive company information and critical client data such as payment card details. Security within mobility systems is vitally important so it must be a key priority and a core requirement. Critically, business must consider the impact of new regulations such as the notifiable data breach (NDB) scheme in Australia and Europe's General Data Protection Regulation (GDPR), coming into force in May 2018. A truly effective mobility solution must be designed to easily respond to changing regulatory requirements and business compliance audits.

Ilan Rubin said, "Any business wanting to modernise or install a brand-new mobility solution needs to do so with a clear objective in mind: whether it's enhancing productivity, introducing operational efficiencies via new applications and technology, or simply saving time in core operations, mobile solutions can deliver important savings and rapid return on investment. This is only possible however, if the solution chosen is interoperable, flexible, and secure."

References:
(1) StrategyAnalytics, Global workforce forecast 2015-2020
(2) EnterpriseMobilityExchange, 2016 report