Your questions about managed mobility

Our guide to getting it right

Vodafone can help you establish the best device management strategy for your business.

Visit: vodafone.com/business

The future is exciting. Ready?

Vodafone business
With an ever-expanding number of devices making their way into the global workplace, today’s IT managers and mobility directors are under more pressure than ever. They need to manage the provision, repair and replacement of business-critical devices. Navigate complex security and data privacy policies. Meet tough industry and environmental regulations. All while managing the needs of different types of employees across multiple regions.

This increasing pressure on time and resources, has led many businesses to choose to partner with a managed service provider. But for some, there’s still a fear of the unknown. Will moving to a managed service disrupt our business operations? Will we lose control of our devices? Will it impact our bottom line?

You’ll find many of the answers in this ebook. Plus, discover how a managed mobile service can deliver big business benefits. We’ll reveal how it can help you to simplify your processes, gain more control over your mobile estate, lower your operational costs, improve your security and increase employee satisfaction.

“The global mobile workforce is set to increase to 1.87 billion people in 2022, accounting for 42.5% of the global workforce.”

Strategy Analytics
Global Mobile Workforce Forecast Update 2016-2022
What’s the plan?
Defining your objectives

Before you think about finding the right mobility partner, you need to be clear about what you want to achieve when it comes to managing your devices. What are your objectives? And what’s your strategy to get you there?

Engaging with the right partner to define a mobility strategy can help you to maximise the benefits of mobile technology, enabling your business to stay agile and competitive by allowing your employees to work securely, flexibly and productively – wherever they are in the world.

Your mobility strategy would need to include some, if not all of the following:

- An understanding of your workforce in the context of mobility, tools and security requirements through persona profiling
- Bring Your Own strategy and policy considerations
- Insights into data and tariff optimisation
- An understanding of device lifecycles and trends
- Total cost of ownership and business case analysis
- Balancing device management and security policies without affecting end user experience.

Can your mobility partner provide professional services to support these strategy considerations?
Think holistically
Use device management as a tool

Be mindful not to think of your mobile strategy in isolation as “just an IT issue”; it actually impacts all of your business operations.

Therefore, your mobile device management objectives should feed directly into your overarching business strategy. For instance, think about how a mobility partner could positively influence collaboration across your organisation. Does your strategy form part of a wider total communications strategy? Or, how could it help you make long-term cost savings?

The following considerations are a great starting point to help you identify and prioritise your objectives.

What are your business objectives?

**Strategic**
We want to...
- Devise a mobile strategy that can be implemented in the required time, with minimum disruption
- Ensure data security
- Standardise device usage across all locations and territories
- Free up IT resources to focus on future strategy
- Attract, empower and retain talent with a flexible, mobile working culture
- Make cost savings and resource efficiencies
- Reduce overall CAPEX outlay
- Use a central contract across all geographies.

**Operational**
We want to...
- Keep roll-out disruption to a minimum
- Ensure a consistent employee experience
- Simplify device provisioning
- Reduce device downtime
- Offer the latest devices to employees via flexible commercial models
- Offer exemplary ongoing support to employees
- Meet environmental targets.
A perfect match
Choosing the right device management partner

When it comes to choosing mobility partners, there’s no set formula. Yes, they’re there to take on the increasing burden of your growing mobile estate. But in reality, that can mean many different things.

These include providing advice on the best devices for your employees, setting them up according to your specific needs, quickly replacing lost and stolen devices, and providing a fully-managed service for repairing broken devices. It could also include supporting compliance, ensuring alignment with your internal security policies, and even managing all your warranties throughout the lifetime of the device.

With this in mind, you must be certain that your chosen partner can fulfil all the roles you need. The checklists on the following pages will help you in identifying these.
## Partner requirements checklist

### Compliance

In today’s digital, data-driven era, compliance is becoming increasingly essential – and there can be serious penalties if you don’t adhere.

The right device management partner will understand current and future external regulations and be able to help you meet them.

Equally, they should be able to work with you to define your own company-specific compliance policies.

<table>
<thead>
<tr>
<th>Your partner should…</th>
<th>Your partner should…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Configure devices to your company’s IT and security policy</td>
<td>Provide services that help you to enforce current and future legislation and policy</td>
</tr>
<tr>
<td>Offer data security and protection advice</td>
<td>Dispose of old devices securely and responsibly.</td>
</tr>
<tr>
<td>Ensure all devices are totally secure and that only approved software and applications are used</td>
<td></td>
</tr>
</tbody>
</table>

### Logistics

A key area of device lifecycle management is relieving the everyday admin – and stresses – from the IT team.

That means providing the right services, alongside a seamless user experience, to multinational offices and teams. If not managed properly, this can soon become a logistical challenge.

<table>
<thead>
<tr>
<th>Your partner should…</th>
<th>Your partner should…</th>
</tr>
</thead>
<tbody>
<tr>
<td>Manage the delivery of high-volumes of devices across many different locations and regions, taking away the complication of dealing with any associated taxes</td>
<td>Coordinate the inclusion of device accessories</td>
</tr>
<tr>
<td>Get the right devices to the right people, and make sure they’re configured correctly to suit each job role</td>
<td>Minimise the turnaround time for replacing lost, stolen or damaged handsets</td>
</tr>
<tr>
<td></td>
<td>Provide replacement devices for employees whilst damaged devices are being repaired.</td>
</tr>
</tbody>
</table>
# Partner requirements checklist

## Resources

Don’t overlook the benefit of services such as a fully managed support solution, on-going service reviews and access to an online service portal. These services (or lack of) could help you identify the right partner from the wrong ones.

<table>
<thead>
<tr>
<th>Your partner should…</th>
<th>Resources</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reduce the logistical burden on your team</td>
<td>Don’t overlook the benefit of services such as a fully managed support solution, on-going service reviews and access to an online service portal. These services (or lack of) could help you identify the right partner from the wrong ones.</td>
</tr>
<tr>
<td>Provide exemplary aftercare and support</td>
<td></td>
</tr>
<tr>
<td>Offer regular service level agreement reviews</td>
<td></td>
</tr>
<tr>
<td>Have the experience and expertise necessary to be able to advise on enterprise mobility strategy</td>
<td></td>
</tr>
<tr>
<td>Provide a customer portal so you can self-manage elements of your device estate, such as change requests</td>
<td></td>
</tr>
<tr>
<td>Offer access to asset management information.</td>
<td></td>
</tr>
</tbody>
</table>

## ROI

Total cost of ownership is an important consideration of mobility management. The right partner should be able to offer you flexible cost models to suit your business’ needs and be able to help you forecast the long-term savings.

<table>
<thead>
<tr>
<th>Your partner should…</th>
<th>ROI</th>
</tr>
</thead>
<tbody>
<tr>
<td>Offer different commercial models depending on your business needs (e.g. upfront payment or instalments)</td>
<td>Total cost of ownership is an important consideration of mobility management. The right partner should be able to offer you flexible cost models to suit your business’ needs and be able to help you forecast the long-term savings.</td>
</tr>
<tr>
<td>Agree robust service level agreements</td>
<td></td>
</tr>
<tr>
<td>Demonstrate potential cost savings for the programme in the short and longer term.</td>
<td></td>
</tr>
</tbody>
</table>
What does Vodafone offer?

Vodafone provides a comprehensive range of managed services to help you get the most from your communications infrastructure.

With over 30 years’ experience in the mobile industry and a dedicated Device Lifecycle Management team, we’re much more than a supplier. We’re a strategic device management partner.

Our services span everything from device selection, staging, repair and replacement, to asset reporting and quarterly service reviews. All available across 24 European countries and supported by a dedicated customer helpdesk. With a single service and supplier model, we can help you reduce the cost and complexity of managing your mobile estate. And, through our proactive lifecycle and knowledge management consulting services, we can help your business maximise the benefits of mobile technology.
Designing your service
Getting it right for everybody

Once you’ve planned your mobile strategy and thought about a partner, you need to devise your service.

First and foremost, think about the people who’ll be using it and how they will be using it. In one way or another, that’s everybody across your organisation. What sort of devices do your employees need? Do you want to offer a choice of devices? How do you ensure a consistent device provisioning service? Which regions does the service need to cover? What sort of financing option is most suitable? And, how quickly will repairs and replacements need to be handled?

Be prepared

With the support and advice of your mobility partner, you’ll need to prepare everyone for the change. It’s essential to consider their different needs. For instance, IT will need to know what’s required of them in terms of day-to-day admin, maintenance and tech support. HR will have to understand how to enforce corporate policies in line with the new service. While employees using the devices will want to know about any rules, allowances and security policies that affect them.

Plan in advance

You’ll need to develop and distribute information about what the new solution will mean for everyone, and document the planned transformation process. Provide online training resources and other educational materials in plenty of time, so that anyone interested can find out for themselves what they need to know.
Getting it right
For minimum disruption and maximum success

So, you’ve defined your mobility strategy, chosen your ideal partner and designed the device lifecycle management service you want. Now, it’s time to put it all in place and make it work.

Inevitably, any change within a business can cause unrest. However, with proper planning and preparation, you can get everybody on board with your new service and minimise that disruption. That means educating everybody, across all levels of business, about the change before, during and after it takes place.
Don’t do it alone

The good news is you don’t have to manage this change alone. The right partner should be able to advise – and even collaborate – on areas such as training, support and documentation.

What’s more, they can make the experience as smooth as possible for employees (and IT) by providing devices that are ready to use straight out of the box. That means correctly configured to your specifications, with all the necessary permissions and packages.

Your partner can also help you to navigate compliance. As more and more regulations come in on Data Protection (such as the European Union General Data Protection Regulation due to be enforced in May 2018), how companies collect and store customer data will be increasingly important. As will the security of that data.

This sort of expert advice and guidance shouldn’t be an added service; it should be the foundation of every managed service.
63% [of IT professionals] say resources drained by device management could be used on other strategic IT projects (e.g., security)

IDC DaaS Americas Survey, October 2016
Support all the way
The device is just the beginning

Once your device lifecycle management solution is in place, senior executives will be keen to learn what impact it’s having on the business – spend and performance wise. So, monitoring success is essential.

Asset reporting
With asset reporting, you and your team will be able to run on-demand reports, helping you to monitor performance and stay in control of your mobile device estate. For instance, you’ll be able to check contract dates, delivery dates, employee ownership, serial numbers and warranty details.

Employee satisfaction
Don’t just rely on data to evaluate your new service – ask your employees too. They’ll be able to tell you about their experience and may even flag areas for improvement that could, otherwise, get overlooked. If there are issues, you’ll need the support to resolve them quickly and efficiently.

Return on investment
There are three key concerns when considering partnering with a mobility management expert: time, money and resources. It’s important to evaluate whether or not the service is delivering the savings you expected in each of these areas.

Strategy
Your business strategy is a long-term plan. So, referring back to it along the way is essential. Ask yourself: is the strategy working? And, what’s the next stage? It might be a bigger rollout. More devices. New types of technologies. Whatever it is, plot it and plan for it. Again, your chosen mobility partner can help you with this.

Partner
Finally, don’t forget to evaluate your partner, their service and expertise. Consider whether your partner is proactive in helping you scale up and futureproof your investment. Also, are they helping you keep up with future technology and trends?
Mobile devices are no longer nice-to-haves – they’re critical business tools. We’ve come to rely on them and that’s only going to continue. Mobile adoption and usage will increase. Mobile capabilities will become more sophisticated. And the way we all work will continue to transform as a result.

The demands on IT departments will also continue to grow, with mounting security threats, new technologies and expanding mobile workforces adding more pressure than ever before. But IT leaders can no longer be bound by the day-to-day administrative burden of managing it all; they must take on a more strategic role. By partnering with managed service experts, they can focus on becoming the digital visionaries they’re expected to be and help drive business growth.

Mobile technology is transforming the workplace in ways we never imagined. It’s helping people to connect, communicate and collaborate – across borders and time zones – every second of every day.

The future is now
It’s time to act
With over three decades of experience and expertise in the mobile industry, you can trust Vodafone to help you manage your mobile estate across regions and borders. Our innovative products and services not only solve our customers’ business challenges but also help our 100,000 global workforce stay connected. In November 2016, we were named by Gartner as a Visionary in the Magic Quadrant for Managed Mobility Services, Worldwide for the fourth consecutive year.

The device management experts

If you’d like to find out more about Vodafone Device Lifecycle Management, please contact your Vodafone Account Manager.