

Mobile's Most Daunting Challenge SUPPORT



Executives cited **support cost** as the **number one factor driving up mobile's** Total Cost of Ownership

Expect a **spike** in support call volume between **10% and 17%** the **first 90 days** post-rollout and whenever an upgrade takes place.

Measure the effectiveness of mobile support with these **seven key benchmarks**:

1. Speed to answer
2. Resolution on the first call
3. Abandon rate (the frequency of users hanging up before being helped)
4. Time to scale (speed of expansion to gain needed capacity)
5. Rate of returns
6. Frequency of No Fault Found
7. Spare pool utilization

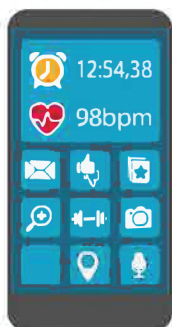
96%

of enterprises operate both **rugged and consumer** device environments, adding to the **complexity** of **supporting mobile**

On average, each mobile user has **5.8 connected devices**, up from 1 device 10+ years ago



Lines-of-business fund mobile projects 76% of the time, potentially creating siloes of technology that have to be supported



The majority of today's mobile end users say **customers (66%)** and **colleagues 70%** expect them to be available outside of traditional work hours, which requires that mobile support operate **24x7x365**

Only **34% of IT departments** planned to add staff in the first half of 2017, potentially creating a larger challenge as end user support needs grow

Sources - ICG Research and CIO.com, 2017, Stratix, 2017, CCS Insights, 2016, Robert Half, 2016

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