



10-Minute Enterprise Mobility Masterclass Series

Cut through the complexity to quickly learn the fundamentals of designing, building, and supporting great enterprise mobile solutions



Introduction

Understand the three pillars
of effective enterprise
mobile solutions

Successful Enterprise Mobility Requires a Holistic Strategy

Mobile technology is a key driver in digital transformation initiatives at organizations around the globe. The gains in efficiency, productivity, and user experiences mean enterprises are adopting mobile-first—or mobile-only mindsets that put mobile at the heart of operational strategy.

But getting enterprise mobile solutions right can be difficult. It goes far beyond simply buying a new technology and expecting it to deliver the business outcomes you're looking for. As an organization, you need to step back, look at the big picture, understand your needs, workflows, and goals before carefully crafting every stage of a solution from design to end-of-life.

The challenges are many. End users are often dispersed, mobile devices bring increased



Welcome to the Masterclass Series

About Gina

Gina Daniel-Lee, Vice President, Strategic Alliances and Partnerships for Stratix Corporation, builds and manages relationships for the company with dozens of OEMs, software providers, carriers, and other technology partners. In addition to her "day job," Gina also hosts the Enterprise Mobility Insights podcast, where she interviews subject matter experts—both internally and from partners—to provide useful information on enterprise mobility topics. [Connect with Gina on LinkedIn.](#)

security threats, and the technology constantly evolves—with new devices, applications, and use cases coming out all the time. Internal IT teams frequently don't have the necessary expertise or the ability to deploy and manage large-scale enterprise mobile solutions effectively. Not getting it right can lead to stalled digital transformation, poor end-user and customer experiences, and unacceptable returns on investment.

In this series of three 10-minute masterclasses, we're going to help you avoid potential pitfalls. We'll walk you through the three pillars of effective mobile solutions: Design, Lifecycle, and Support, to understand the questions you should be asking before you begin.

We hope you find these classes useful, and you come away with knowledge that will help you craft the best-possible enterprise mobility programs for your organization to drive digital transformation, achieve business goals, and create excellent employee and customer experiences.

10-Minute Enterprise Mobility Masterclass Series

Class One

How to Design Enterprise Mobile Solutions the Right Way

Dipesh Hinduja, Director Mobile Solutions Architecture at Stratix, walks you through the steps to designing a mobile solution blueprint for your organization.

[Take the Class >](#)



Class Two

Learn Best Practices for Mobile Device Lifecycle Management

Ross Homans, Vice President, Operational Programs at Stratix, shows you all the pieces of successful mobile device lifecycle management and how to get them right.

[Take the Class >](#)



Class Three

Understanding What You Need in Your Enterprise Mobility Support Program

Alex Kalish, Chief Strategy Officer at Stratix, explains the essentials of putting together an effective enterprise mobility support program.

[Take the Class >](#)



Conclusion

It Takes a Team

Gina Daniel-Lee, Vice President, Strategic Alliances and Partnerships at Stratix, looks at how you can build better enterprise mobility solutions when you have relationships with the right partners.

[Read More >](#)



How to Design Enterprise Mobile Solutions the Right Way

**10-Minute Enterprise Mobility
Masterclass #1**

*With Dipesh Hinduja, Director of Mobile
Solutions Architecture*

Why Enterprise Mobility Solution Design is Important

A Poor Plan Often Leads to Failure

Whether an enterprise, large education organization, or healthcare provider, many have made the mistake of assuming an off-the-shelf enterprise mobility solution would get the job done—only to find the one-size-fits-all package resulted in problems like poor user adoption, lower-than-expected productivity, or other underwhelming business outcomes. Getting it right requires a holistic enterprise mobility strategy that goes far beyond just picking devices and software.



About the Class With Dipesh Hinduja, Director of Mobile Solution Architects

About Your Instructor

Dipesh Hinduja is the senior IT Director and Technical Architect at Stratix, specializing in maturing teams and businesses that operate in rapid-change technologies. Make sure to [connect with him on LinkedIn](#).

Begin By Gathering All the Facts

See the Big Picture

Like planning for a journey, solution design should begin with deciding where you want to go. That includes a thorough understanding of the business needs and the desired outcomes. What's the purpose of the solution, and—importantly—what are the definable metrics (KPIs) that will measure success?

A key part of this initial process is talking to all the stakeholders and putting yourself in the shoes of the end users. With your end-user "personas" defined, use information gathering workshops to navigate backward from an understanding of their needs and pain points to the design of your solution. It gives you a much better likelihood of success, good user experiences, and high adoption rates.

Knowing your KPIs helps get buy-in from leadership. If you can go to them and say your



Why Mobile at Scale is Hard

solution will achieve x, y, and z, you're presenting a package of needs and outcomes that's easy to grasp.

Understand Your Capabilities

Once you've got an idea of what's required, you should honestly evaluate your internal

resources to see if you have the expertise and bandwidth to design, implement, and support the enterprise mobility solution you want.

Mobile can be a very different animal from what many IT teams are used to supporting. There's more need for freedom, personalization, and

choice that has to be considered. Bring Your Own Device (BYOD) continues to be a paradigm shift for IT teams that extends beyond mobility. It's part of what's driving the evolution of solutions that are cloud-based services instead of just hardware or software packages. Helping dispersed end users can be challenging, too—when simply stopping by an employee's desk in the office isn't possible. Partnering with a managed service provider is a way of getting the required muscle.

This is also the point where a health check of any existing mobile solutions—including infrastructure, Mobile Device Management (MDM) platforms, and security environments—should be done. You want to ensure your infrastructure and security won't let you down as you roll out something new. We'll dive deeper into endpoint management in our upcoming masterclasses.



Learn More Opportunity:

What are Managed Mobility Services?

Mobile solutions mean nimbleness, protection against disruption, and the ability to lean into innovation opportunities that create competitive advantages. Managed mobility service providers specialize in the technology, tools, and assistance that enterprises need to get mobile solutions right. [Read the Blog >](#)

The Key to Mobile Success: Planning for Scale

Why do enterprises launch mobile pilots and even complete full-scale deployments without an enterprise mobile plan? Too often, planning is perceived as a long, painful process that slows everything down. With users demanding always-on connectivity and 24x7x365 support, few companies can afford to slow things down. However, taking the time to create a mobile strategy sets the enterprise up for success and is well worth the effort. [Read the Paper >](#)

Planning a Mobile Blueprint

Design Your Solution

Taking all that you've learned, you can now start to design. At Stratix, our Solutions Architects call it a Mobile Solution Blueprint. There's lots to think about, including devices, operating systems, device management platforms, support, and even carrier networks. Your blueprint should include these elements:

1. Device Choice

Here's where your understanding of your end-user needs and desired outcomes gives you special powers. A frequent cause of poor adoption is frustration with a device because it's not easy to use. That can be caused by physical outer design or internal software shortcomings.

Are there requirements that mean you need a small or even wearable device? Perhaps the opposite is true, and a big screen is the way to



Choosing Mobile Devices for Your Project

go. Will you need accessories like scanners attachments or Bluetooth peripherals. Some organizations need the level of device software customization possible with Android enterprise solutions, while others will pick enterprise Apple

because of end-user preferences, compatibility, or other needs. The bottom line is that the devices and operating systems have to check the boxes to get you the right results.

2. Futureproofing

Throughout the enterprise mobile solution design process, keep futureproofing in the back of your mind and build it into your blueprint. The last thing you want is something that goes quickly out of date or can't be adapted if your needs change.

Calculating the life expectancy of the devices and peripherals you select is just one part of futureproofing. That includes operating system and application updates and ensuring the manufacturer intends to support the devices for the entire period you intend to use them.

Futureproofing also includes flexibility and scalability. What if you have workflow changes or new uses for the mobile solution down the road? How adaptable is it? If business goes well and you need to expand, will your devices and infrastructure handle it? Good solution design goes beyond just thinking about today. Try to plan for tomorrow too.

3. Management and Support Strategy

Equal with device choice to the success of any enterprise mobile solution is management and support. Once your devices are deployed, how are you going to track them and keep them updated? Who's going to manage the device lifecycle, swap out broken equipment, and do repairs? How will you support end users wherever they are? All of it needs to be in your blueprint.

a. Mobile Lifecycle Management

A complete enterprise mobility management plan doesn't stop at purchasing devices. Even after the initial deployment, there will be an ongoing need to administer your inventory as employees join or leave the organization. You also need a solution to take in devices that need repair and send out replacements. As devices reach end-of-life and have to be replaced, you'll want an environmentally-friendly IT Asset Disposition (ITAD) solution to repurpose them or dispose of them properly.

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How Android is Driving Digital Transformation for Enterprises

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Are You Getting the Most from Your Managed Mobile Services Provider to Futureproof Your Business?

[Read More >](#)

Grocery Company Finds the Right Solution for Buy Online, Pickup In-Store (BOPIS)

[Read More >](#)

How Apple M1 Makes Work From Anywhere Better

[Read More >](#)

b. Mobile Device Management (MDM)

Just like PCs, mobile devices require constant management to ensure they're up to date and secure. Your blueprint will include an MDM platform for that endpoint management and control. There are many MDM vendors to choose from. Considerations include:

- What devices are supported
- Ease of device enrollment
- Simple administrative dashboard and device control
- Robust security management
- Meets your specific organizational requirements

c. Asset Management

A major challenge in managing enterprise mobility is knowing where all your devices are and their status. You can't just walk around the office and do inventory. Solutions like [Stratix's itrac360](#) give you a single portal that aggregates orders, asset location, spare pool status, repair history, reporting and more, in real-time.

d. Mobile Help Desk

The nature of the enterprise mobility environment means you need to be able to help people wherever they are and when they need it. Your 24/7 mobile help desk also must be staffed with experts on your mobile solutions so end users get effective support that minimizes downtime.

4. TCO Calculation

Your mobile solution blueprint should include an accurate Total Cost of Ownership estimate. You don't want to be on the hot seat down the road if the TCO is higher than your leadership expects. Your calculation should include:

- Hard costs (hardware, software, and maintenance contract purchase costs)
- Support costs (lifecycle support services, spare pool, and help desk)
- Soft costs (lost productivity due to work disruption)

[Learn More Opportunity](#)

Gaining Visibility into Mobile Assets and Performance

[Read Paper >](#)

Why a Help Desk for Mobile Makes a Difference

[Listen to Episode >](#)

The True Cost of Mobile Technology

[Listen to Episode >](#)

How Managed Mobile Services Help Keep a Lid on Costs

[Read More >](#)

5. Testing/Pilot Programs

Before you move to large-scale deployment, it's absolutely critical you thoroughly test your solution in as close to a real-world environment as you can get. That includes first article inspection to compare test devices with your blueprint to make sure they're delivering what they're supposed to. Small pilot programs with the actual end users who'll be working with your solution are ideal. Make sure all the bugs are worked out, or you risk poor adoption after rollout. First impressions count for a lot, so if something doesn't satisfy right out of the box, it's extremely difficult to change people's minds down the road.

6. Implementation Roadmap

With your mobile solution blueprint complete, and testing done, it's time to draw out the implementation roadmap. There are two big pieces:

a. Change Management

To ensure end-user adoption, you need a plan for communication and training so that they know what's coming, what the benefits are, and how to use the solution when they get it.



Testing and End User Acceptance of Your Mobile Project

b. Execution

The second part of your roadmap is the plan for procurement, kitting, configuration, and distribution. How are you going to get the scale and expertise you need to do it quickly and

smoothly? Do you need to bring on temporary help or set up a special room or other location to get it done?

Set Yourself Up for Success

With a well-thought-out enterprise mobile solution that incorporates all the steps we've covered in this class, you have a much better chance of achieving the outcomes you want. In our next class, we'll do a deeper dive into mobile device lifecycle management to ensure your solution is convenient, easy, and cost-effective.



Mobile Solution Design Examples

Learn More
Opportunity

Why Off-the-Shelf Doesn't Work for Enterprise Mobility

Listen to Dipesh dive into further details on creating solutions that delight end users and deliver on business goals.

[Listen to Episode >](#)

Why Mobile Device as a Service (DaaS) Makes Sense

[View Infographic >](#)

Learn Best Practices for Mobile Device Lifecycle Management

10-Minute Enterprise Mobility Masterclass #2

*With Ross Homans, Vice President,
Operational Programs at Stratix*

Take Care of Your Devices, and They Will Take Care of You

No matter how well your mobility plan is designed, it will still fall short if you don't have a comprehensive and well-run mobile device lifecycle management program. Not getting it right can drastically affect productivity, downtime, and end-user experiences.

You must be able to efficiently obtain devices, get them set up, distribute them, always know where they are, and repair and replace them if they fail. When they reach end-of-life, you need to recover devices and securely dispose of—or repurpose them—in a secure and environmentally responsible way.



About the Class With Ross Homans, Vice President, Operational Programs

About Your Instructor

Since joining Stratix over 20 years ago, Ross has served in various field and Operations management roles. He was the enterprise mobile innovator who designed the company's initial Mobile Provisioning & Deployment Center in 1999. Today, Ross supports and continues to enhance Stratix' comprehensive suite of Mobile Managed Services (MMS). [Connect with Ross on LinkedIn.](#)

Start Your Lifecycle with Strategic Procurement

Buy Smart

Procuring devices isn't as easy as it sounds. Technology is constantly evolving and changing. Keeping up with the latest hardware and software developments is a challenge. If you have relationships with the relevant OEMs or vendors, now is the time to leverage them. Not only does that give you negotiating power, but you also have access to information that can be pertinent, like how long the manufacturer plans to sell the device you've chosen for your solution. The last thing you need is for it to no longer be available right in the middle of your planned lifecycle.

Along with devices, your procurement plan must include gathering all the needed peripherals and software licenses so they're available for your kitting and configuration team at the right time.



Juggling Multiple Vendors

Juggling all the needed suppliers is often complicated and onerous for IT administrators. One of the advantages of partnering with a Mobile Managed Services Provider (MMSP) is that you get a single point of contact who develops and manages relationships with OEMs, software providers, and accessory distributors for you.

Environment

A key consideration when selecting your devices is to think about the environment where device will be used. Different working environments can ultimately dictate the types of devices you may need to choose, including hardware characteristics and specs such as the following:

- Device form factors, sizes, and weights
- Connectivity and networking requirements
- Hardware durability requirements
- Resistance to extreme or unique environmental factors
- Safety certifications
- Security requirements

Mobile solutions typically need to fit into your environment in a number of these different ways, so make sure you're evaluating the right technologies for the job while balancing them against other end user needs.

Learn more about selecting devices for your solution in our first masterclass, [How to Design Enterprise Mobile Solutions the Right Way](#).



Learn More Opportunity:

How Managed Mobile Services Help Keep a Lid on Costs

The ongoing COVID-19 pandemic has accelerated the adoption of mobile devices for a range of industries. Given the urgency with which companies had to adapt, many were unable to carefully evaluate the range of deployment options and the associated costs. This article walks through these considerations and how enterprises can best set themselves up for success. [Read the Blog >](#)

Is In-House Mobile Lifecycle Management Better?

Mobile devices are a ubiquitous part of modern life, bringing a familiar comfort with setting up, operating and managing them for our personal lives. That comfort, however, fosters a myth that it's just as simple for enterprises to do the same for their employees. Let's see how the myth of "In-house Managed Device Lifecycle Management is Better" stands up to some modern business realities. [Read the Blog >](#)

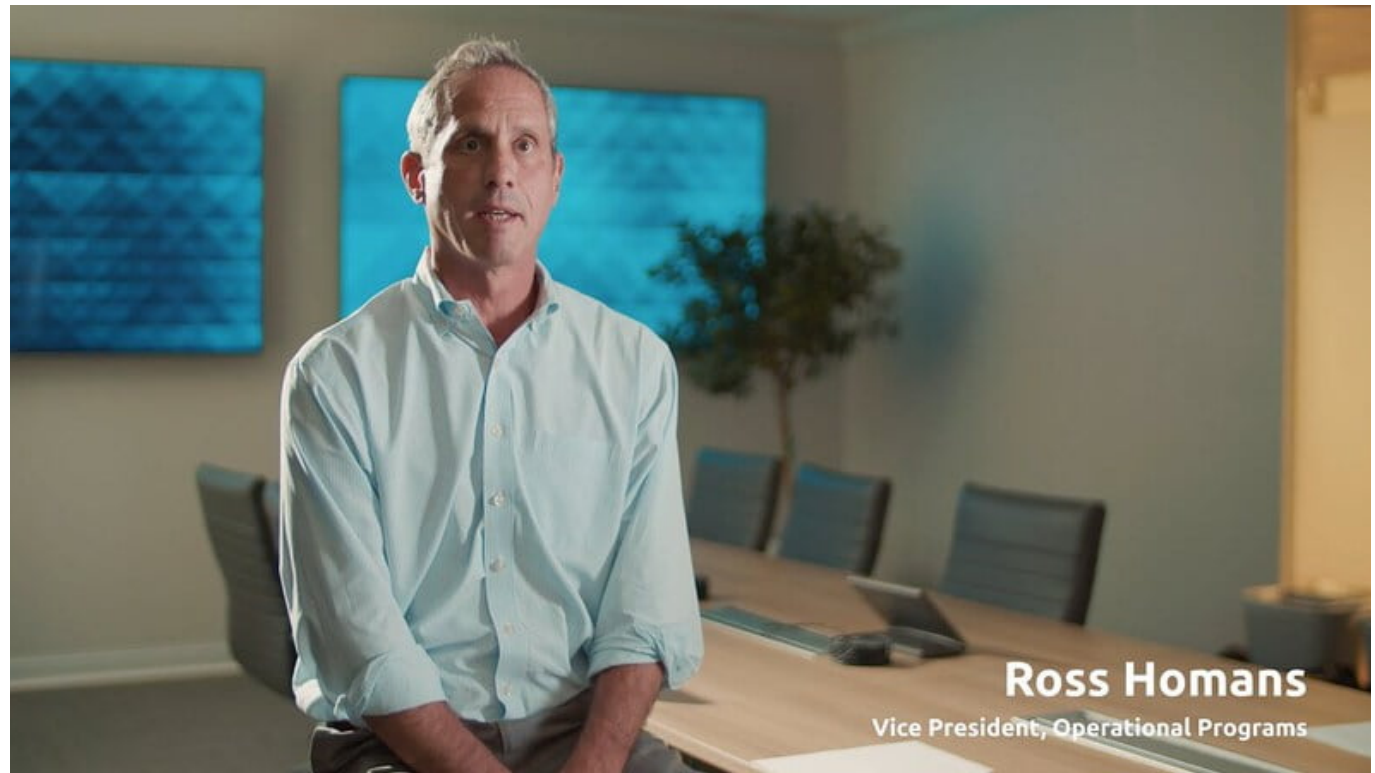
A Strong Rollout Equals Momentum

Set the State for Success

Before distributing your devices, you want to stage them to be out-of-the-box ready for your end users. Failing to do so can seriously impact solution adoption rates. Kitting is where the device and all the needed peripherals are gathered into one package. Configuration is the actual setup of the device. Kitting and configuration are areas where many organizations struggle because of their inability to achieve the needed scale to roll out hundreds or thousands of devices quickly, efficiently, and accurately.

Configuration

The configuration process begins with receiving all your devices from the manufacturer and effectively tracking them in an asset tracking platform. You need a way to always know where a device is throughout its entire lifecycle with



Ross Homans

Vice President, Operational Programs

Rolling Out Mobile at Scale Can be Hard

your organization. At Stratix, we use our proprietary itrac360 platform for a cradle-to-grave view in one place—from procurement, provisioning, and activation to repair, technical support, and decommissioning. Knowing which

Your device configuration will depend on how much you intend to do manually before the device is distributed to the end user and how much will be automated. A typical configuration will often include functional testing, enrolling the device with the carrier network along with a Mobile Device Management (MDM), Enterprise Mobility Management (EMM), or Unified Endpoint Management (UEM) platform. Depending on the selected management system, configuration, security, applications, content, and identity management can be continuously updated even after the device is deployed. We'll talk more about continuous device-level support in our third masterclass.

Best practices for configuration include automating the step-by-step loading and a comprehensive checklist for the technician doing the work to ensure no steps are missed.

Kitting

After the configuration process, you will need to effectively package all the devices for the best end-user experience. Think about all the components to be packaged together and



Hidden Costs of Mobile Lifecycle Management

delivered, such as cords, headphones, cases, and instructions. Details such as the box type and labeling of the boxes for efficient deployment need to be thought of, so devices are ready to go at this stage.

Effective kitting includes having a dedicated space and the needed staffing with an

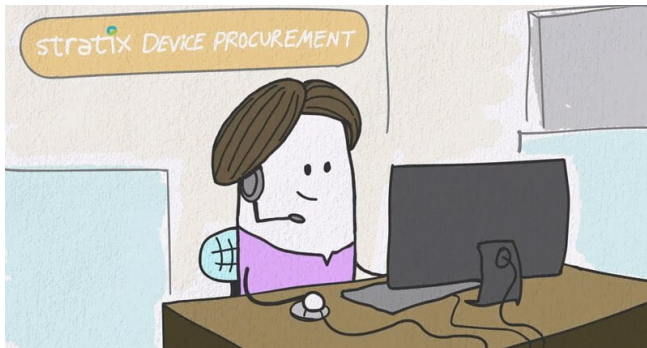
location or which employee has been assigned which device from the start is critical. If asset tracking is not done well from day one, then an organization will be chasing false or partial data for years.

organized process for gathering the devices and peripherals together into packages. Quality assurance checks should be done to make sure the devices are functioning as they should, and there are no defects in the peripherals.

Deployment

Effective deployment includes efficient distribution and asset tracking that gets devices where they need to go when they need to get there. Large deployments are usually quite complex. For example, deploying to one location is easy but deploying to multiple locations requires a lot of coordination and organization, especially if it is deployment to individual employees at their home addresses. Deployment portals where employees can arrange the specifics of deliveries help.

Don't forget change management. You don't want to just hand off devices and expect end users to get on with it. Your mobile solution blueprint should have included how you communicate and offer training and support to make the transition go as smoothly as possible.



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Mobile Deployment: You're Going to Need a Bigger Boat

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Real-time Asset Tracking Can Improve Mobile Device Lifecycle Management

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Podcast

The True Cost of Mobile Technology: How Fully Understanding Your Total Cost of Ownership Can Improve ROI

Listen to Ross explain how when you have full visibility of your total costs, you can make better strategic decisions that'll bring you a higher return on your mobile technology investment.

[Listen to Episode >](#)

Case Study

Railroad Transforms Train Management with Mobile Devices

One of the nation's largest railroad systems wanted to leverage mobile technology in the field for its conductors to assemble trains and manage pickups and drop-offs along the route.

[Read More >](#)

Good Lifecycle Management Isn't 'Fire and Forget'

Be Ready for When Things Go Wrong

Procurement and distribution are just the beginning of mobile device lifecycle management. It also includes your procedures for when a device fails, or there are other problems. If these "Day 2" issues are not planned and mapped, there is a significant risk that the adoption of the solution in the field may suffer, which impacts productivity and, ultimately, ROI.

Spare Pool/Advanced Exchange

The most efficient way to minimize downtime is to keep a spare pool of devices that can be quickly swapped out for ones that aren't working properly. Few organizations have "pencil and paper" backup plans, so when a device does fail, it is imperative to have a process in place to quickly replace that device



Ross Homans
Vice President, Operational Programs

Why It's Important to Have an End-To-End Mobile Device Lifecycle Management Plan

with one fully provisioned and ready to use. You can significantly reduce costs if you have a remote support system in place with a help desk technician who can determine if the device really needs to be swapped out. We'll delve more into support best practices in the third

masterclass, but an effective troubleshooting and remote support process can mitigate unnecessary replacements. Stratix data shows that when a user calls into our mobile help desk for support, 85 times out of 100, it is not the device. This greatly reduces replacement

shipping costs, spare pool investments, and boosts employee productivity.

Depending on the geographic distribution of your organization, you may want your spare pool on-site or in centralized locations where devices can be quickly shipped overnight to where they need to go. Your system should include getting broken devices back for repair and tracking, so you always know where everything is and its status.

Learn More Opportunity

Beyond Deployment, How Comprehensive Mobile Device Lifecycle Management Drives Higher ROI

[Read More >](#)

Data Sheet: Depot Repair & Spare Pool Management

[Read More >](#)

Repair

The first part of an efficient repair program is active management. You don't want potentially valuable devices gathering dust somewhere, especially those activated on a network. Part of your organization must be designated to handle repairs with set turnaround time expectations.

Depending on the nature of the needed repairs, you'll either need the necessary in-house expertise or an agreement with the vendor/manufacturer for service. Unexpected out-of-warranty charges can impact your costs, so have an understanding of what's covered and for how long at the device level, not the overall contract level.

This is another area where a partnership with an MMSP can lower costs and reduce headaches. An MMSP will handle repair logistics to get the device to the OEM or do the work themselves. They also offer vendor consolidation, so someone else is managing the relationships, contracts, and tracking warranty periods, etc.

End-of-Life is Important

All good things come to an end, and it's the same with mobile technology. Lifecycles are typically shorter for mobile devices. PCs typically last 3-5 years in the business world, but mobile devices average about two. At some point, devices need to be retired, and your mobile device lifecycle management system should include IT Asset Disposition (ITAD) that's set up to do it efficiently and responsibly while recovering as much value as possible. Not having a plan can result in penalties if leased equipment isn't returned on time.

Security

Retired devices can potentially be the source of costly data breaches if they fall into the wrong hands. That means they need to be kept secure and tracked all the way back to where they'll be wiped of any information they contain. Reputable ITAD providers use military-grade wiping and/or shredding procedures with a documented chain of custody.

Repurposing

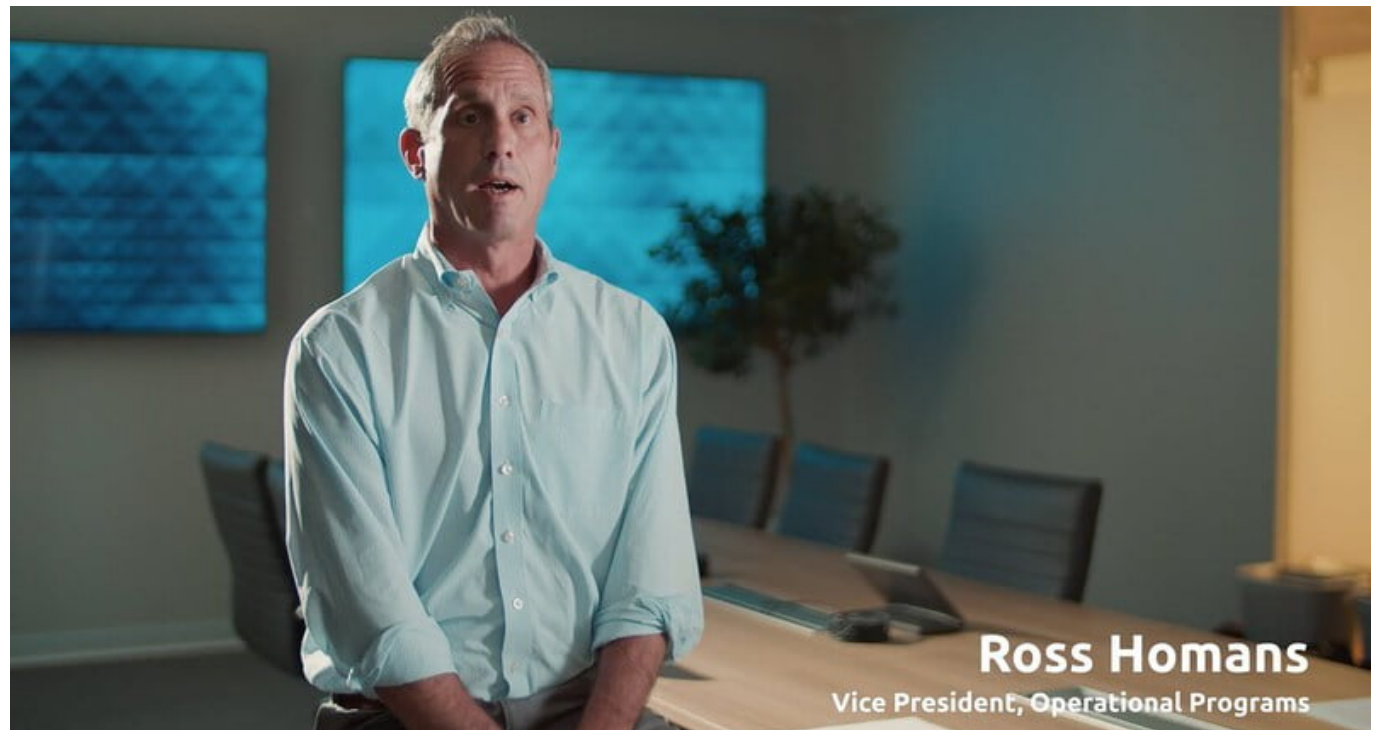
Even if devices have reached end-of-life for your organization's purposes, they may still have value elsewhere. Once sanitized of your organization's data, many can be resold. The money can offset the cost of replacement technology, and reselling reduces the amount of e-waste going into landfills.

Recycling

Devices that have no value need to be recycled responsibly. Electronic waste is full of hazardous materials like heavy metals. Not only is recycling the right thing to do, but your organization also doesn't want to end up on the news because of irresponsible behavior. Reputable ITAD providers have an international R2 certification that shows they're following best practices.

Get a Good Return on Your Investment

A mobility solution represents a significant amount of capital and organizational resources, so it's important to get it right to maximize ROI. After design, comprehensive lifecycle management helps ensure that each device is



IT Asset Disposal

deployed where it needs to go and is ready to go out of the box. It then helps keep devices running and always available to minimize downtime and deliver good end-user experiences. When devices reach end of life, they're disposed of responsibly and in a way to

recover as much value as possible.

In our next class, we'll look at best practices for mobile support services, from help desk to how Mobile Device Management solutions are essential for security, efficiency, and reducing costs.

Understanding What You Need in Your Enterprise Mobile Support Program

**10-Minute Enterprise Mobility
Masterclass #3**

*With Alex Kalish, Chief Strategy and Solutions
Officer at Stratix*

Mobile Solutions Aren't Fire and Forget

As mobile solutions play ever-larger roles in business strategies, organizations have learned that supporting mobile isn't the same as traditional IT for a lot of reasons. End users are often dispersed, and IT teams aren't as familiar with the devices, operating systems, and apps. There's a learning curve. Deployment, return, and repair logistics are more complicated and require more resources and scale. While IT support may have been mainly reactive in the past, mobile is so integral to how people do their jobs now that there has to be a sufficient underlying level of support to ensure minimal downtime and prevent loss of productivity. A lot can be automated, but there's still the need for the human touch in many areas to ensure a good user experience.

In this class, we'll look at the components required for a comprehensive support strategy and best practices for implementing them. They include endpoint management, asset management, and 24/7 support channels.



About the Class With Alex Kalish, Chief Strategy and Solutions Officer

About Your Instructor

Alex Kalish is the Chief Strategy and Solutions Officer at Stratix and brings nearly 20 years of experience working in strategy, corporate development and finance functions for global technology companies. [Connect with Alex on LinkedIn.](#)

Automate Everything You Can with Endpoint Management

Prevent Issues Before They Happen

The best first step in supporting mobile devices and end users is to do it proactively. You can do that with a good endpoint management solution that helps you keep devices healthy wherever they are and automate routine IT processes. It's a rapidly evolving area, and there's crossover in the ways different software companies use the same terms, so it can get a little confusing. Broadly speaking, Mobile Device Management—or MDM—is typically device-centric. Enterprise Mobility Management—or EMM—is more user-centric. The latter is especially important if your organization has a Bring Your Own Device (BYOD) policy and you need to control and secure what users have access to regardless of the device they're using.



Benefits of Endpoint Management

Podcast: MDM vs. EMM: What's the Difference?

While enterprises often understand they need endpoint management, there's some confusion around what's in solutions like Mobile Device Management (MDM) and Enterprise Mobility Management (EMM).

[Listen to Episode >](#)

Selecting the right MDM/EMM solution for your organization boils down to what you need it to do, so don't get too hung up on what it's called. Focus on the features instead. Here are some of the things you'll likely want:

- **Device Compliance** – GPS tracking; monitor, update, and troubleshoot devices in real-time; detect non-compliant devices; lock or remote wipe
- **Mobile management** – deploy, manage, and support – push updates, new applications, backup, and restoration
- **Application security** – apply security restrictions, rules around data access, data downloading, sharing, etc.
- **Endpoint security** – mobile threat defense, identity management, antivirus, etc.
- **Data protection** - securing data and access to organization networks, etc.
- **Manage BYOD** – define policies, separate work and play (containment)

What to Consider when Choosing an MDM/EMM solution

The features you require depend on the needs of your organization and benefits like efficiency and security. Here are some questions to consider:

What devices do you need to protect?

- Device type (now and in the future)
- Brand
- Operating system

Any specific capabilities?

- Restricting mobile access to certain times or geographic areas?
- Certain content management requirements?

How easy is it to use the software?

- Does the platform impair the user experience (critical to device adoption and buy-in)
- How simple is device enrollment?
- Is the admin panel user-friendly and uncomplicated?

What are your application needs?

- What do you use now and plan to use in the future?
- Will you be pushing apps and updates through your endpoint management solution?
- Will you require custom-built applications?

What data needs to be protected?

- How sensitive is the data moving between devices?
- Do you have to follow specific industry rules like in healthcare or financial services?
- Will you have to have logs or other records of data movement?

Get Help

MDM and EMM platforms require specific knowledge to implement and manage. They're quite complex. Misconfigurations and mistakes can lead to significant problems for organizations. It's not an area where an internal IT team should be expected to "just figure it out"—especially as so much is riding on getting it right. You can easily get the required expertise by partnering with a managed mobile services provider that can help you pick the right solution and then aid with the implementation and management.



Learn More Opportunity:

International Grocery Retailer Turned to Stratix to Help Manage Growing Mobile Ecosystem

[Read the Case Study>](#)

Podcast

What is Mobile First?

Alex explains what mobile first means and its transformative value for organizations—including significant efficiency and productivity advantages.

[Listen to Episode >](#)

Blueprint for a Modern Management and Security Strategy

[Read Paper >](#)

Podcast

How to Increase Security of Your Enterprise's Android Platform

What are the challenges that come with the Android platform and what enterprises can do to improve security?

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Make Your Mobile Strategy Better with a Big Picture View

Know Where Everything Is with Asset Management

While an endpoint management platform gives you a level of visibility around each device's location and its health, a comprehensive support strategy should go further to include a robust asset management component. For example, at Stratix, we leverage our proprietary itrac360 system to get all the data required to keep mobile solutions running smoothly.

Good asset management gives you a cradle-to-grave view of every device and its status—including procurement, provisioning, activation, repair, technical support history, and decommissioning. Systems like itrac360 offer a single-pane-of-glass view of all the chess pieces in your mobile environment so you can quickly



Why Asset Management is so Important

Learn More Opportunity

Blog: How Real-time Asset Tracking Improves Mobile Device Lifecycle Management
[Read More >](#)

see its overall health and any issues that need to be addressed. Alerts can be set up so that you're warned when something needs attention.

The data on trends, repair volumes, and asset distribution gives you key performance indicators like device effectiveness and spare pool levels. That informs purchasing decisions, drives support strategy tweaks, and gives insights on overall program success. Real-time reporting of help desk call volume, ticket status, and other pertinent information—for example—is invaluable for support management.



Learn More Opportunity

Mobile Asset Management: Tough and Getting Tougher

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Gaining Visibility into Mobile Assets and Performance

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Podcast

The True Cost of Mobile Technology: How Fully Understanding Your Total Cost of Ownership Can Improve ROI

Listen to Ross explain how when you have full visibility of your total costs, you can make better strategic decisions that'll bring you a higher return on your mobile technology investment.

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An Expert to Turn to Makes All the Difference

Provide 24/7 Support

Automation is the first step in support, but there are going to be issues that you can't automate your way out of. That's when you need channels for people to get effective help quickly and easily. Your support strategy should focus on the end-user experience and quick resolution to minimize frustration and downtime wherever possible.

Hire the Right People and Maintain Enough Capacity

The aim for help desks should be first contact resolution wherever possible. Hiring knowledgeable agents and giving them the right training is key. They need to thoroughly understand the devices and software being used along with your operating environment and workflows. At Stratix, we keep our help desk on-shore and don't outsource so that we can ensure that we have the best people available.



What Makes a Good Help Desk

If you have a complex environment with multiple mobile solutions in use, then make sure the right agents are matched with the right problems. Don't leave folks on hold or transfer them around in search of the right expert. Your

help desk should be staffed so you have the capacity to minimize wait times. Suppose it becomes known through your organization that calling the help desk involves long waits. In that case, people will be reluctant to call, and issues

calling the help desk involves long waits. In that case, people will be reluctant to call, and issues

that affect productivity and the use of mobile solutions will snowball.

Use the Right Software

To efficiently handle operations, using ITSM (IT Service Management) software such as Service Now is a must. It helps manage tickets and resources and provides essential metrics around the effectiveness of your team. The platform allows you to automate and aggregate ticketing through multiple channels like phone, chat, or email. Tickets can be prioritized, and the system is even smart enough (using AI) to route problems to the agent(s) best qualified to handle them.

Track Performance

Because your help desk is so important to the success of your mobile solutions, you want to measure its effectiveness. Some key performance indicators are first contact resolution rate, Average Speed of Answer (ASA), and customer satisfaction. Follow up on resolved tickets and ask end users about their experiences and if they're happy with the solution they got. You'll learn a lot. Something



[Learn More Opportunity](#)

How to Run a Great Mobile Help Desk While Keeping Costs Down

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Mobile's Most Daunting Challenge - Support

[View Infographic >](#)

Data Sheet: Mobile Help Desk

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[Podcast](#)

Why a Help Desk For Mobile Makes a Difference

Learn how a help desk works, what pieces are required, and the things organizations need to consider to ensure that their employees get the right amount of support to keep them happy and productive.

[Read More >](#)

else to track is agent satisfaction. Good people are hard to find, and you want to ensure that you're giving them the tools, culture, and incentives that will keep them around.

Protect Your Investment

Enterprise-scale mobile solutions are not fire and forget. They require constant care and attention to keep them running smoothly. Things are going to happen, but you want to ensure that they have as minimal an effect as possible on operations, productivity, and user experiences.

With proactive device management, asset tracking, and a skilled and effective help desk, you can achieve that.

A well-thought-out comprehensive enterprise mobility support system is your defense against unexpected and unnecessary problems that could ruin all the time and money your organization has put into its mobility strategy.



Why It's Important

Premier LTL Carrier Enables ELD Compliance and Digital Transformation for All Fleet Operations

Learn how this leading carrier migrated from DIY device management and legacy devices to a modern managed mobile technology for its drivers.

[Read Case Study >](#)



It Takes a Team

The right relationships give
you the resources to
improve your enterprise
mobile solutions

Leverage Expert Partners

Two main benefits of enterprise mobility solutions are the nimbleness they bring and the opportunities to drive digital transformation. To get enterprise mobility right, it's important to admit when you don't know what you don't know and lean on partners who do.

At Stratix, we practice what we preach. Just as our customers collaborate with us to stay on top of new developments and brainstorm ways to create growth, we use our relationships with our OEM partners strategically. We want to know what they're working on, when new technology will be available, and how we can use it to help our customers. Our large partner network makes it easy for us to select components from each and fit them together into one solution. We're then a single point of contact for our clients to keep it simple and easy.



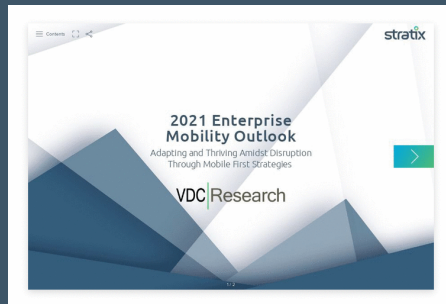
The Value of Partnerships

We know that these masterclasses are just the beginning as you work on your enterprise mobility strategy. If you're looking for an expert partner, have additional questions, ideas, or challenges to solve, please reach out to us and schedule some "office hours" with our team of

subject matter experts. We can help you design, deploy, manage, and support mobility solutions that will get you to your business goals and create the end-user and customer experiences you're looking for.

Additional Lessons

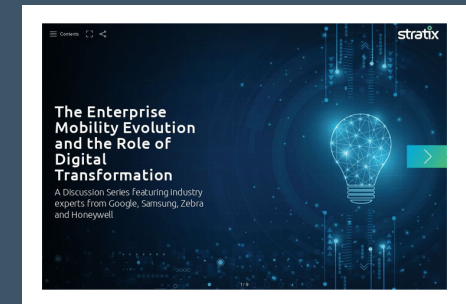
2021 Enterprise Mobility Outlook



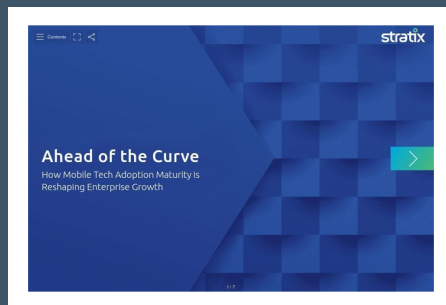
2030 Enterprise Mobility Outlook



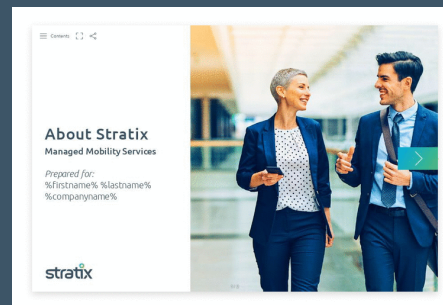
The Role of Enterprise Mobility in Digital Transformation



Ahead of the Curve: How Mobile Tech Adoption is Reshaping Enterprise Growth



About Stratix: Managed Mobility Services



Mythbusters: The 5 Biggest Misconceptions About Managed Mobility Services:



Congratulations on completing the *10-Minute Enterprise Mobility Masterclass Series*

Got more questions, ideas, or challenges to solve? We're here to help. Sign up for office hours with our subject matter experts to get your questions answered.