Elevate Enterprise Mobility: A Step-by-Step Guide to Successful Deployments

Why Mobile Device Deployments Fall Short of Expectations

Companies have specific goals for mobile device deployments. The vision is typically an efficient operation in which employees are more productive and perform their jobs better than with manual processes.

- Employees update the company's management software in real time, giving business leaders an accurate, on-demand snapshot of operations for informed decision-making.
- Companies expect cost savings from streamlined workflows.
- Organizations plan to gain an edge by delivering products and services faster than their competition.

However, companies will quickly find that the reality of simply connecting mobile devices to the network doesn't provide the advantages they intend.

Mobile solutions ensure efficiency gains throughout an organization with reliable performance and tools that minimize the burden on the IT team. Companies that decide to purchase and connect devices without the right tools and services, like partner-provided support engineering, RMA management, advanced exchange, and mobile device management (MDM), put their IT resources in a difficult position. They need to deprioritize their other responsibilities to focus on mobile device implementation, updates, fielding support calls from users, and handling repairs and replacements. Enterprise mobile solutions ensure that device deployments are an overall net positive for companies' operational efficiency while increasing employee productivity, enhancing their job performance, securing devices to protect IP and company data, and delivering a competitive edge.

Mobile Solutions Maximize Value

A comprehensive enterprise mobility solution addresses each phase of its lifecycle, from planning and implementation to solution management and eventual decommissioning. A leading solution's objective is business transformation through mobility, supporting modern, digital operations.

Plan
- Mobility Assessment
- Consulting
- Scope of Work
- Procurement

Implement
- Project Management
- Configuration & Kitting
- Device Deployment
- Training

Renew
- Asset Recovery
- Data Wipe
- Device Buy-Back
- Recycling

Manage
- Support Engineering
- TEM & Analysis
- MDM, Security & Control
- RMA Management

2

Successful Enterprise Mobility Solution Implementations Begin with Planning

Upgrading mobile devices is a major decision. Organizations must show the project will result in a return on investment of capital, time, and resources. It's easy to see the benefits of a change that fixes a persistent problem, like replacing devices that commonly fail because they weren't designed for the environment, will make financial and operational sense. However, a holistic approach will result in much more value.

Starting with a mobility needs assessment will lead to the best outcomes. Mobility assessments:

- Address the technical aspects of using mobile devices in your environment, such as correcting gaps in coverage — inside and outside the four walls — to improve performance.

- Consider workflows, your workforce, and environmental factors.

- Include a device downtime evaluation.

- Explore options for asset management software.

- Include an analysis of third-party service performance.

- Analyze cost and calculate potential ROI.

- Factors in the internal IT team's time commitment to keep the system up and running.

Discoveries from the assessment may inform improvements the company can make, including a plan to replace or upgrade mobile devices and software with newer technology, consolidate vendors, re-engineer wireless and networking design, and manage assets and consumables. Enterprises then proceed to develop a scope of work and select hardware and software. The planning phase concludes with proof of concept, making adjustments to optimize the solution, financing decisions, and hardware and software procurement.

Working with an established enterprise mobility solution provider benefits organizations through the planning phase in several ways. The partner will develop a project plan and create a feasible timeline based on best practices. An experienced partner will also leverage relationships to procure the solution components, assist with financing and make recommendations that will save time and money. A partner with extensive knowledge of enterprise mobility solutions and a track record of successful deployments can reduce risks and expedite project schedules, producing better outcomes.

A North American T&L company increased employee productivity by 25% and achieved 99% accuracy on outbound shipments with a Levata enterprise mobility solution designed specifically for its operation.

3

Mobile Solution Implementation that Addresses Every Detail

The implementation phase for mobile solutions involves receiving assets, securely storing them, and configuring them using standard images for consistency. Smooth implementation also includes kitting devices based on location or job role so that they arrive ready to use. The implementation phase includes training to ensure employees know how to use new devices and to achieve the highest possible user adoption rate.

Organizations often grapple with the decision of whether to handle new IT implementations with internal resources or to outsource to an enterprise mobility solution provider. Partnering with an experienced provider not only eliminates the burden on the internal IT team, it also gives organizations the benefit of working with a company solely focused on the mobility implementation.

Enterprise mobility solution provider project managers ensure that every detail of the implementation, from the timeline, budget, and shipments to having onsite resources available for service and training, is addressed completely and professionally. An experienced partner will also provide visibility tools that allow business leaders to track the implementation's progress.

A Canadian supermarket chain partnered with Levata to deploy 15,000 managed devices in 12 weeks to enhance employee and customer experiences.

Management Is Essential to Keep Devices Working Optimally

Once mobile solutions are in service, management begins. This crucial phase in mobile solutions' lifecycle optimizes performance and controls costs over time. Several tools and services work together to ensure proper management of mobile solutions.

Manage and Secure Devices Remotely with Mobile Device Management (MDM)

MDM enables organizations to securely manage and monitor mobile devices. It gives administrators remote access to update settings and firmware and to troubleshoot device issues, often eliminating the need to send them for service. MDM also empowers organizations to enforce policies, control which applications employees can use on devices, manage those applications, and mitigate risks from hacking and data loss.

Control Costs with Telecom Expense Management (TEM)

TEM gives IT and finance departments control over telecommunication services costs over an entire mobile solution implementation or specific devices permanently or intermittently connected via cellular networks.

Save Your IT Team Time with Support Engineering

Organizations must establish a help desk for users that provides fast responses when they have questions or encounter issues with the solution. Offloading support operations removes this burden from the internal IT department. This approach not only ensures users receive faster, high-quality support but also enhances overall productivity by freeing up IT resources for core business goals.

Decrease Downtime with RMA Management

To manage repairs or replacements when devices break or fail, RMA management gives organizations a systematic way to send devices for depot service, quickly receive a replacement from a spare pool while a device is sent for repair, and track ticket status. The best RMA management solution providers ensure a seamless return process with devices reconfigured to custom specifications and ready for immediate redeployment.

Make Better Decisions with Reporting and Analytics

Throughout the management phase of mobile solutions' lifecycle, organizations need information that will help them make informed decisions. An asset and support management platform is a valuable tool, providing a single pane of glass to view mobile solution assets by location or other attributes, quickly access contracts and warranties, and access real-time device and endpoint data.

> A North American medical waste disposal and compliance company saves $50K annually from onboarding 8,000 assets into Levata's TrueView asset and support management platform.
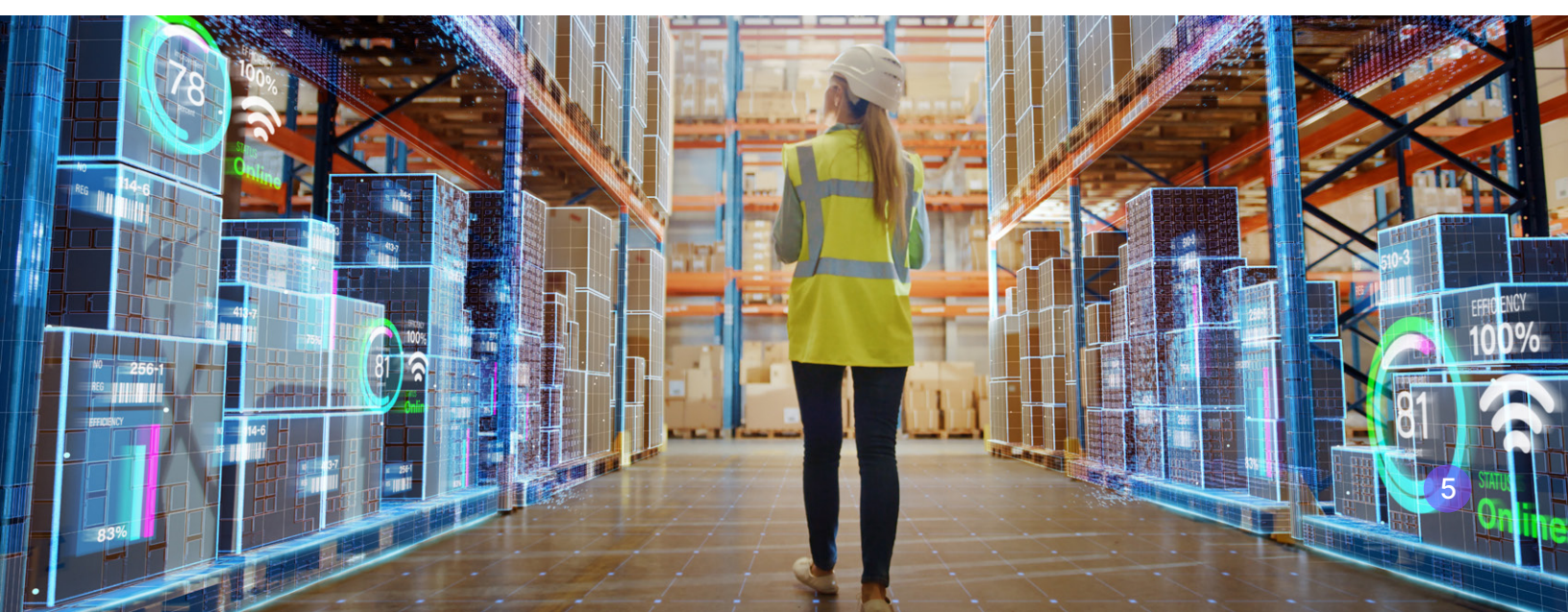
## Strategically Manage Mobile Solutions' End of Life

The last phase of the mobile solution lifecycle is responsibly decommissioning devices. After inventorying all devices slated for replacement, organizations must arrange to wipe devices to prevent a data breach. Then, organizations should explore buy-back opportunities to maximize the ROI of the hardware or arrange for environmentally friendly recycling.

Elevate Your Potential

Detailed planning, implementation, and management tools that empower organizations with visibility and control throughout mobile solutions' lifecycle are essential to success. They ensure businesses will gain the full advantages of mobility with less risk and burden on the internal IT team.

About Levata

Levata is a proven business transformation partner with an experienced project management team that collaborates with enterprises to plan, implement, and manage their mobile solution deployments. We leverage our network of hardware and software vendors to procure industry-leading assets and follow best practices for implementation.

Drawing on 40+ years of experience and market leadership, Levata has successfully deployed more than 1 million mobile devices in the past five years alone. Levata customers choose our TrueSupport plans for support engineering, RMA management, Advanced Exchange, and training. The TrueView platform provides Levata customers with a single pane of glass to view assets, contracts, and solution analytics.

With support from Levata throughout the mobile solution lifecycle, you'll have the advantage of a reliable, secure solution tailored to your operation that will deliver the time savings, productivity, and competitive edge necessary to achieve your business goals.
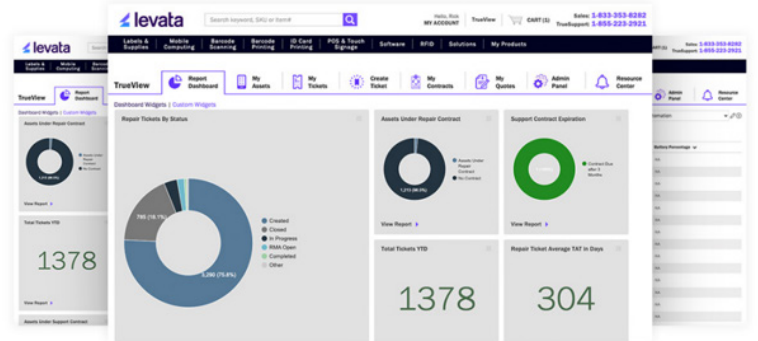
Excellence in Enterprise Mobility

1 Million
Mobile device solutions sold & deployed over the past 5 years alone

1 Million+
Assets managed in TrueView

600+
Vetted field service technicians across North America

100 Benches
To quickly deploy large rollouts

7 Facilities
For deployment and repair

Elevate Your Potential
Continuously Optimize Operations and in a Rapidly Moving World

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