

Mobility Solutions



Ensuring staff can be productive while on the move

Getting your workforce mobile can help your business become more agile. But a complex mix of mobile and fixed communication services can be a barrier to improving productivity and customer service. When employees have multiple devices, contact numbers and voicemail systems, time is often wasted trying to contact colleagues and access corporate information. Time that could be better spent doing business.

The challenges:

- Driving business growth. 48 per cent of enterprises view mobile strategy as a key enabler for driving growth.¹ But at least 25 per cent of enterprises experience project delays, missed deadlines and loss of business due to inefficient communications.^{2,3,4}
- Controlling and optimising assets. Staff may spend up to two hours per day managing different devices, calling multiple numbers, leaving messages and checking voicemail systems. Improved flexibility, processes and productivity are cited as the three greatest benefits of deploying mobility solutions.⁵
- Ensuring security and managing risk. 43 per cent of companies believe that effective corporate governance and compliance enhances competitive advantage.⁶ With increasing workforce mobility, you face the twin challenges of security and compliance controls on mobile working practices.
- Managing costs. The proliferation of networks, devices and providers is a management headache. Almost 30 per cent of employees use their mobile as their primary communications device, even in the office.⁷

Impact of failure to act

- Fail to get to grips with the situation and the advantages of a mobile workforce are quickly outweighed by some serious downsides:
- Business growth is restricted due to project delays, missed deadlines and loss of business, all resulting from inefficient communications.
- Employee productivity and morale is low.
- Your business is placed under extreme risk by not adhering to legal obligations.
- Costs spiral as users depend on mobiles and obtain more devices.

Business Requirements

An integrated mobile solution that works for you, not against you, should provide:

- Remote access to network resources.
- Secure access to critical business systems.
- A simple, cohesive set-up to ensure that the needs of your business are addressed first, not the demands of multiple communication devices.

The Northgate mobility Solutions

Northgate gives you productivity on the move with fixed-mobile convergence inside and outside your office. Customers and company staff on the move enjoy the convenience of a single contact number. Your business also has the potential for one point of access to voicemail, corporate directory and other communication services.

In addition, our solution will also provide your team with mobile email and potential access to corporate applications while away from the desk. This makes it easier for your organisation to contact people, access data and increase responsiveness, helping keep you competitive.

Above all, you have the reassurance that this cost-effective, easily managed solution is designed with security, scalability and resilience in mind.

Benefits of the Northgate Mobility Solutions

One simple solution can help you:

- Grow your business. By accelerating decision-making across the board, assisting your sales team to win new business and helping you retain existing customers through enhanced service.
- Optimise your resources and assets. Extend key business applications to mobile employees, boosting their productivity and minimising downtime. Facilitate better collaboration with colleagues, suppliers and customers. Maximise your investment in your company's existing network and IT infrastructure.

- Ensure security and manage risk. Extend enterprise grade security to mobile devices to protect vital data against loss and theft. Assure business continuity in case of emergencies. Support compliance with corporate governance and internal policies.
- Manage your costs. Increase control of, and potentially lower communications costs by enabling flexible working to help reduce property and travel expenses, and by delivering IT management and administrative efficiencies.

Testimonial

“We operate across all time zones and our users require 24 x 7 access to email and key data. Some of our staff are in areas where communications are primitive or unreliable. We required a reliable and secure method of remaining in contact with our main offices from anywhere in the world at any time that would be practical to use where only the bare level of comms links are available.

Northgate provided and support Citrix CSG & Outlook OWA a web based solution to these drivers from a single Internet page which has not only empowered our travelling workforce, but also our UK and home based staff. This has proven to be extremely reliable and is an invaluable tool for our whole workforce”. **Energy services company, GB.**

Sources

- 1) Forrester Research, The State of European Enterprise Mobility, 2006
- 2) Forrester 2005, Unified Communications Transform Business Communications
- 3) Comms Dealer & Disgo, 2004
- 4) Sage Research 2006, Survey of 200 Unified Communications Applications: Features and Benefits
- 5) Datamonitor: 467 online and 50 telephone interviews, 2007
- 6) PricewaterhouseCoopers' 10th Annual Global CEO Survey, 1,084 interviews with CEOs in Q4 2006
- 7) IDC, “Extending the Enterprise PBX to Mobile Communications,” 2006



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