

SURF'S UP:

Catch the Third Wave of Workspace Mobility

The future of workspace mobility is approaching. Are you ready for the transformation?

The Journey So Far

For 10 years, enterprise mobility has been critical to any IT strategy. Let's look back.

FIRST WAVE



Devices move from basic phones to PDAs to business-class smartphones to consumer-grade smartphones. Companies lay the foundation for a mobile-ready workforce.

- ✓ Basic Mobile Device Management
- ✓ Mobile Email
- ✓ Personal Information Management
- ✓ Calendar

SECOND WAVE



Employees with mobile devices access corporate resources anywhere, anytime, on any device.

- ✓ Mobility Democratization: Everyone Has a Smartphone
- ✓ Different Ownership and Management Models
- ✓ More Mobile Apps, Including Productivity Collaboration Apps

Taking the Drop: Riding the Third Wave

Prepare for the third wave: transformation of user identification and engagement, device management, and business processes.

ZERO TRUST:

- Users and devices must be verified by multiple factors like biometrics or multifactor authentication before access to corporate applications is granted.
- **Recommendation:** Ensure collaboration between security, application, and device management teams. Establish clear governance and adherence from the entire organization.

WEARABLES:

- IoT wearables can increase safety in the workspace, accelerate task completion, decrease error rates, and reduce new hire onboarding time.
- **Recommendation:** Collaborate with HR, business units, IT, and digital teams to assess and prioritize new and improved workflows. Start small. Consider legal, health, security, and privacy.





WORK PROCESS REDESIGN:

- A mobile workforce requires the ability to deliver workflows and functions to wherever the user is, rather than tying tasks to specific locations.
- **Recommendation:** Seek opportunities to deliver business processes through a mobile front end. Encourage collaboration with employees, line of business leaders, and HR to identify and prioritize potential mobile workflows.

UNIFIED ENDPOINT MANAGEMENT:

- After technological changes are implemented, existing mobile and desktop computing teams merge, combining different levels of management overhead and asset lifecycles.
- **Recommendation:** Carefully manage transition from desktop to more lightweight processes. Avoid extending old computer management principles to mobile and other devices or reducing capabilities available to employees. Integrate teams managing endpoint, applications, and access.

Final Thoughts

Ready to surf the third wave? Here are some final tips.

ASSESS WHAT YOU'VE ACHIEVED AND ENSURE THAT YOU HAVE:

- Consistent processes and tools that embrace device and platform diversity. These enable unified endpoint management and ensure ability to employ future generations of devices.
- A mobile-first approach to sourcing and developing applications.
- Holistic application deployment to simplify the move to lighter-touch endpoint management and shift from device provisioning to enrollment.

PLAN HOW TO TAKE ADVANTAGE OF THE NEW WAVE, PRIORITIZING THE MOST VALUABLE BUSINESS OUTCOMES.

- Redesign and mobilize critical workflows to expand productivity.
- Transform and introduce work processes with wearables and immersive experiences.
- Ensure that your endpoint management and security support existing and emerging mobile work styles.

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