



ENTERPRISE MOBILITY EBOOK

ABOUT PRO ONCALL

PRO OnCall has been providing quality service to our clients in the communications and IT industry for over a total of 70 years. We take pride in providing our clients the best IT solutions and communications systems for their business. We view ourselves as your partners, enabling us to better understand your company's IT and Communications problems and long term goals and leading to innovative and personalized solutions.

We stay focused on serving you – building on our record of personalized strategic planning, single-source IT and Voice solutions, and exceptional customer support. Are you ready to get started on your long term goals? We are.

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BREAK FREE FROM OLD SCHOOL IT WITH ENTERPRISE MOBILITY

In this ever-evolving digital world, technology can get outdated real quick. Just think about some of the common household items/services we used to love so dearly just a couple years back that have become almost obsolete now. The first, and probably most obvious one, is cable TV. We're slowly becoming a country of cord cutters – canceling our cable subscriptions in favor of more convenient streaming services like Netflix or Hulu.

What Enterprise Mobility
Means for You

Adopting a BYOD Policy
with our Mobility Solutions

The next item that modern consumers are doing away with is the alarm clock. With so many different alarm clock options available on our smartphones, like our favorite alarm tone or setting different alarm times for specific days, the need for a traditional alarm clock is long gone.

Lastly, landline telephones are going extinct. According to data gathered by the [Center of Disease Control and Prevention](#), there is a downward trend set for the use of landline phones. According to the survey, in the first half of 2014, more than two in every five households (44.0%) reported not having a landline telephone. But they did report having at least one wireless telephone.

With so many technological changes shaping our personal habits and lives, there's no doubt that these evolutions are also affecting the workplace. Enterprise mobility is the transition in work habits as more and more employees begin using mobile and Cloud services to perform their tasks out of the office. If you haven't been paying close attention to enterprise mobility for your business just yet, it may be wise for you to get onboard before you fall behind. ■



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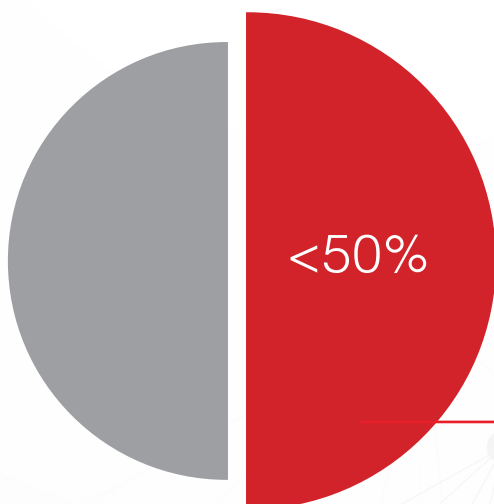
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WHAT ENTERPRISE MOBILITY MEANS FOR YOU

According to research conducted by research-advisory firm [Nemertes Research](#), more than 50% of enterprises indicate that they have developed or are currently developing mobility strategies. There are many advantages of incorporating enterprise mobility into your workplace:

Greater Accessibility & Portability

Imagine being able to take your important business calls on-the-go and extend your digital reach no matter where you are. With access to enterprise mobility solutions, you can easily communicate with clients and colleagues whether or not you're in the office, leading to increased engagement, collaboration, and enablement.



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Enhance Customer Service

With advanced features like screen sharing on your mobile devices, you can easily share important data and figures during conference calls for seamless knowledge transfer and faster decision making. When customers easily have all the knowledge they need at their fingertips, you'll be able to speed up the sales cycle and progressively grow stronger.

Better Business Intelligence

With enterprise mobility, employees are not only able to strategically utilize mobile-connected devices to accomplish work outside of the office, but also able to capture useful data in real-time and put it to better use. Think of field service employees like salespeople or satellite and cable repair workers who require mobile devices to provide excellent services. Enterprise mobility can help with just that – by allowing them to touch base with their team, manage their inventory, or keep track of their schedule with ease. ■

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Working Remotely: The
Possibilities are Endless

The Future of
Enterprise Mobility



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ADOPTING A BYOD POLICY WITH OUR MOBILITY SOLUTIONS

Even schools are doing it, so why shouldn't your company? A bring your own device (BYOD) policy allows employees to bring the mobile devices they know and love to use at work.

The first benefit of adopting a BYOD policy into the workplace is the cost-savings. With the rise of the [consumerization of technology](#), users are now the ones who are getting their hands on the latest technologies first. What does this mean for your business? It means you can utilize the latest mobile technologies without having to worry about the upfront and operating expenses of its corporate use. BYOD adoption is exploding, and it's not going away any time soon.

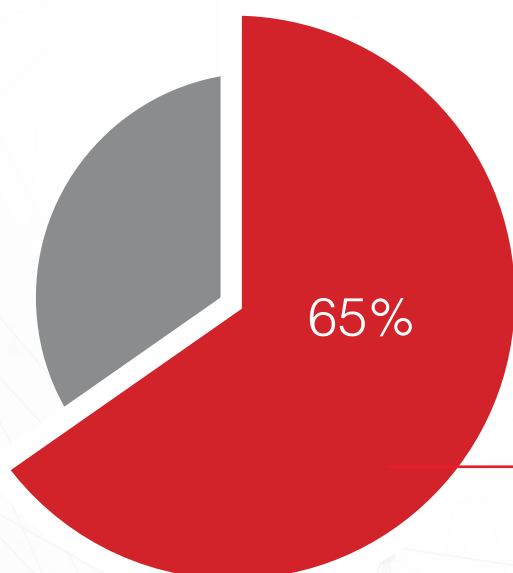
[According to data](#) from adaptive file services company Egnyte, enterprise tablet adoption is expected to grow nearly 50% each year. Additionally, 65% of employees name smartphones as their most-relied-upon device.

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Because technology is always changing, it can be hard for your business to stay on top of all the latest mobile device trends. By allowing employees to bring their up-to-date mobile devices to work, your company gets to reap the benefits of the latest features and upgrades without the associated costs.

Here are several more perks of adopting a BYOD policy:

- **Increase employee satisfaction** – Rather than being limited to corporate-issued devices, employees are happier when using devices they personally own and are most familiar with.



65% of employees name smartphones as their most-relied-upon device



- **Enhanced productivity** – Because employees are working off of devices they are comfortable with, they can respond to requests quicker and accomplish more in less time.
- **Anytime, anywhere engagement** – There are times when you need to get in touch with coworkers and colleagues when you're not in the office. Whether you're working from home or on a business trip, enterprise mobility allows you to remain responsive and engaged at all times. ■

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WORKING REMOTELY: THE POSSIBILITIES ARE ENDLESS

It's a beautiful morning. The weather is in the perfect 70s, and you finally got some well-rested sleep the night before. You even had time to make breakfast – and better yet, actually eat breakfast before heading out the door. You begin your daily commute to the office only to be greeted with everyone's number one public enemy: traffic.

We all dream of working remotely – or at least having the flexibility to do so when the time calls for it. Sometimes, working remotely can help you stay better focused and distraction-free than if you were to work in the office. Plus, it also saves you that dreadful rush-hour traffic every morning (and evening).

According to a 2013 [study conducted by Stanford University](#) in which call center employees were randomly assigned to work from home or in the office for nine months, the results showed a 13% performance increase by those working from home, of which 9% were more hours worked.

“According to data from adaptive file services company Egnyte, enterprise tablet adoption is expected to grow nearly 50% each year.”

Allowing employees to work remotely can be an efficient way to operate your growing business. Think about the benefits of working remotely: shorter commutes, a more flexible work schedule, a private office, and less time wasted chitchatting by the water cooler.

According to the [Wall Street Journal](#), the average worker is interrupted roughly every three minutes. Once thrown off from their work, it can take up to 23 minutes just to refocus on their task at hand. With enterprise mobility, you can give employees the freedom to work wherever they want and begin rethinking the standard 9 to 5 work schedule.



It takes 23 minutes for employee to refocus after an interruption



Enterprise mobility goes beyond just giving employees access to their work emails. With a comprehensive mobile strategy in place, employees are able to securely access their business-critical data and essential applications from anywhere in the world, using any device of their choosing. This opens up several opportunities for collaboration and productivity. ■

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THE FUTURE OF ENTERPRISE MOBILITY

Unified communications (UC) is a technology that more than half of businesses today have already implemented, and more than three fourth of businesses are planning to implement in the near future. So what exactly is UC, and what role does enterprise mobility play in it?

UC allows you to integrate all of your enterprise communications onto a common dashboard – giving users the ability to see all of their contacts along with the status of their presence. That includes those who are in/out of the office, on a call, in a meeting, working remotely, on vacation, sick, etc. It also indicates which type of communications is acceptable, whether that's voice, conferencing, email, instant messaging, etc.

UC streamlines routine tasks by giving users the quickest and most convenient channel possible for communication to take place in real time. When you have better control of your availability, along with the ability to see other people's presence, you can manage time and communication with greater flexibility and responsiveness.

“UC allows you to integrate all of your enterprise communications onto a common dashboard – giving users the ability to see all of their contacts along with the status of their presence.”

Enterprise mobility has a defining role in the evolution of UC as more and more businesses adapt to the needs of a growing mobile workforce. Let's say for example you're a salesman at your company, and while you're on the road working, you get an email from a huge prospect asking you to complete a task that requires you to reach out to one of your engineers and a project coordinator. With your presence-enabled directory, you can see exactly who's available and get them to join in on a conference call to discuss exactly what you need. Once you're ready to present the completed product, you can respond to your prospect's email by adding a phone call to the conference that's sent to the prospect. While all of this is happening, you can text your boss the good news!



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Partnering with PRO OnCall

At PRO OnCall Technologies, we prioritize business first and technology second – bringing the best solutions to real-world business issues. As a premier single-source technology solutions provider for both telecom & IT, we'll help you incorporate an enterprise mobility strategy that's forward-thinking and breaks free from the outdated mode of business communications. [Give us a ring](#) today, and we'll get back to you right away.

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