

# Mobile Adoption and its benefits

## Overview

Choosing which way to go is no easy task with enterprise mobile, especially if the goal posts are constantly shifted. Customers demand more information in shorter time frames, competitors seemingly evolving at a faster pace and winning new business or simply your own staff having demands. Using best practice to demonstrate risk mitigation and cost management, we advise on a path to be taken through our strategy workshops. The outcome is a clear mobile strategy that aligns with your corporate road map.

Through a series of workshops with company executives, topics around company vision, targets and objectives are discussed. Concerns can be addressed, risks mitigated and planning commenced prior to the next phase of workshops with the stakeholders. Following the initial workshops, further sessions are held to elicit requirements. Our consultants work with the stakeholders to ensure all information is captured leading to an understanding of how mobility can act as an enabler for your business.

## The Impact of Mobile Adoption



## Why become a mobile first organisation

**Accessing back office systems via apps** – These “systems of truth” in most cases house everything the company has related to a specific process, division or function. With hundreds of systems in any one large organisation, the opportunity to extend this information onto mobile has multiple benefits. This could include field updates straight into a CRM, real time information on the mobile device to name a couple.

**Removal of office based roles** – As organisations globally look to trim costs, office spaces and more specifically seats are a focus point. Enabling your staff and contractors to use “hot desks” with limited days onsite in the office, significantly reduces the need for a dedicated desk. Accessing office information from the field enables this efficiency to be derived.

**Online & Offline App Capability** – From field workers in remote areas to city based workers in suburban areas of poor coverage or offline in airplane mode, work doesn’t stop. Enabling this capability ensures maximum productivity and is a key ingredient in any enterprise mobile solution.

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*“The services and in depth engagement delivered by Dusk Mobile has been significant to the achievement of the current state and maturity of the enterprise mobility domain”- Matt*

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## Immediate Benefits

**Productivity** – Increased output from staff and contractors away from the base location

**Schedulers** – Real time updates for workforce Schedulers from jobs and users, including delays

**Notifications** – Asset defects, changes, alterations raised from the field and updated in real time, enabling the appropriate teams to be notified in near real time

**Planning** – With greater access to real time data, planning of work and appointments is made much easier

**Maps** – Geospatial representation enabling a range of other benefits to build out by using maps as a base to display data or navigate

**Updates** – The ability to cater for changes in appointment time, location, the unexpected

**Efficiencies** – Downtime for customers where paper is the trigger

**Optimisation** – Cross utilise resources to drive greater productivity

**Skills** – The correct user has the correct job based on business rule validation skills

**Accuracy** – Capture of information electronically significantly reduces human errors

**Savings** – Cost, Time, Fuel, Paper, Voice Telecommunications

**Customers** – Expectations based on competitors and offerings in mobile from other industries

**Real Time Information** – Job status, Employee Status if required

**Legislative Requirements** – local, national and customer mandated positions

**Employee Safety** – reducing the risk of employee or contractor injuries including from working alone

**Employee Engagement** – becoming the “place to work”

**Planning** – A more accurate real time picture enables planning accordingly

**Productivity Increases** – eliminate returning to the office with paper to get the next job

**Enhance the Core Business** using any or all of the above to full effect

## Contact Us

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