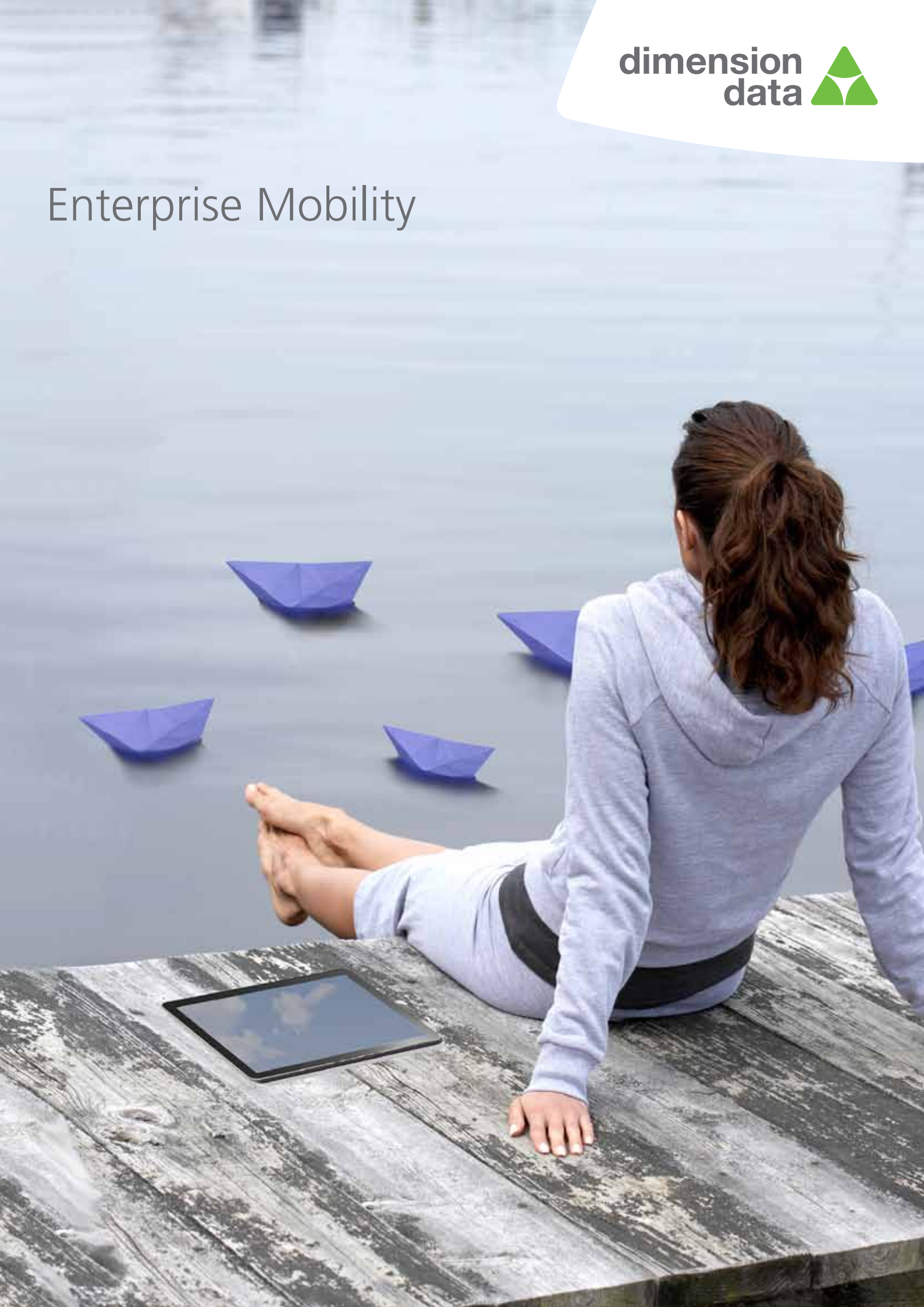


Enterprise Mobility



Enterprise Mobility

Organisations today are experiencing a sea change in the way in which they do business. As new laptops, smartphones and tablets continue to stream onto the market, end users are increasingly demanding access to corporate networks from wherever they are, at any time, and from any device. Businesses simply can't ignore these demands any longer, as the business case for a more mobile workforce is compelling. Enterprise mobility promises increased productivity, more reactive customer service and a sharper competitive edge, thanks to the ability to work, communicate and collaborate from anywhere. In addition, a robust and accommodating policy has the potential to attract the most dynamic and skilled human resources to the organisation and retain them by offering an improved work-life balance.

With every new opportunity, however, comes a new set of risks. The first of these is the question of security. How do you allow new mobile devices access to your network without raising the risk of data loss or compliance violations if devices are lost or stolen? Mobility also challenges networks in ways they haven't been tested before. Will yours be able to handle the increased mobile traffic from a range of new devices with diverse operating systems, all while remaining accessible 24x7? In fact, there isn't a single aspect of your IT infrastructure – from individual software applications to overall management and monitoring – that won't be affected by the move towards mobility.

The question is, has your organisation done enough to face the tide? If so, just how well-prepared are you?

Dimension Data's Enterprise Mobility Development Model

Creating an enterprise mobility roadmap will help you address these questions comprehensively, ensuring that initiatives across all people, process and technology areas are driven by an effective, coherent strategy, are prioritised correctly, and work together to leverage your investments in mobility. Dimension Data's **Enterprise Mobility Development Model** will help you create such a mobility plan and, ultimately, ensure your workforce enjoys all the benefits of mobility, without any of the risks.

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How does it work?

The **Enterprise Mobility Development Model** identifies 12 enterprise mobility competencies – six operational and six strategic. (See table below.) Each competency is mapped to one of four development stages, namely Basic, Co-ordinated, Integrated or Optimised

Through a facilitated one-day workshop, we help you map your current stage with respect to the various disciplines of enterprise mobility, your desired future state and – most importantly – a development path to achieve your mobility objectives. You'll also gain access to our best practice knowledge and experience in each of the technology fields potentially affected by a move towards mobility: networking infrastructure, security, data centres, software solutions, contact centres and converged communications.

Benefits to your organisation

The **Enterprise Mobility Development Model** brings the following advantages to your business:

- Establish a focus and prioritise your goals for enterprise mobility
- Create understanding of how to drive increased employee productivity
- Highlight the potential for deeper capital and operating cost savings
- Map a route to increase strategic organisational agility in your competitive environment
- Ensure all the potential benefits of mobility are realised
- Consolidate a single vision for enterprise mobility

Dimension Data's **Enterprise Mobility Development Model** will help you create such a mobility plan and, ultimately, ensure your workforce enjoys all the benefits of mobility, without any of the risks.

The competencies

operational	strategic
IT services operations	Mobility services management
User access	User experience
Workflow automation	Process enablement
Infrastructure	Architecture
Applications	Operational agility
Performance management	Strategic value



Enterprise Mobility

Solutions and services per technology area

Once your overall strategy and focus for enterprise mobility has been established through the **Enterprise Mobility Development Model**, we're able to offer

you any selection of assessments, solutions and services per technology area to build out your mobility solution, depending on your specific needs and requirements.

Line of Business	Assessment	Solution
Customer Interactive Solutions	<ul style="list-style-type: none"> Contact Centre Development Model Workforce Optimisation Assessment 	<ul style="list-style-type: none"> Remote agent Monitoring applications Mobile integration
Converged Communications	<ul style="list-style-type: none"> Unified Communications and Collaboration Development Model How Do You Meet? Assessment Telecoms Expense Management Audit 	<ul style="list-style-type: none"> Collaborative workspace (enterprise social software, web conferencing) Visual communications (soft clients, enterprise access, headsets) Telephony (soft and mobile clients, fixed mobile convergence, enterprise access, single number reach, headsets)
Data Centre Solutions	<ul style="list-style-type: none"> Next Generation Desktop Assessment 	<ul style="list-style-type: none"> Data centre and virtualisation consulting Converged infrastructure deployment services Desktop virtualisation Vblock and UCS planning, deployment and integration services Uptime services for UCS
Microsoft Solutions	<ul style="list-style-type: none"> Next Generation Desktop Assessment 	<ul style="list-style-type: none"> Desktop virtualisation services Dynamic desktop deployment services Systems management design and deployment services Application packaging services
Network Integration	<ul style="list-style-type: none"> Network Optimisation Assessment Wireless and Mobility Assessment 	<ul style="list-style-type: none"> Wireless network refresh Location-based services Campus refresh Fixed mobile convergence Managed Services for Wired Networks Application delivery WAN optimisation
Security Solutions	<ul style="list-style-type: none"> Data Loss Prevention Assessment Firewall Assurance Assessment Endpoint Vulnerability Assessment/Penetration Assessment 	<ul style="list-style-type: none"> Endpoint security Firewall upgrades Data leakage prevention solutions Cloud and on-premise secure web proxy Cloud and on-premise secure e-mail servers and facilities Vulnerability management solutions

Our approach

In order to guide you through the choices you need to make to achieve the mobility outcomes that best suit your business, Dimension Data adheres to the Enterprise Mobility Framework – set out in figure 1 below. Each segment of the framework

focuses on a critical overarching aspect of mobility – adaptive security, operational excellence and applications.

Each of these aspects contribute not only individually, but also interdependently to the overall success of your mobility strategy.

The Enterprise Mobility Framework Application



Enterprise Mobility

Why Dimension Data?

Enterprise mobility is not an isolated technology trend – it has the potential to have a far-reaching impact on every aspect of your IT infrastructure. It's therefore imperative to partner with a services and solutions provider that not only understands each of these technology touch points, but also has broad and extensive experience in end-to-end integration and implementation. Dimension Data's engineering knowledge and deployment expertise across all areas of IT, and in all business environments, ensure that we offer a comprehensive service that incorporates every aspect contributing to a successful mobility strategy.

This, combined with the effective way in which our Enterprise Mobility Development Model is structured, our solid relationships with multiple vendors, and our extensive international footprint ensures that you receive a consistently high level of service, anywhere in the world, yet enjoy a single point of contact for all your mobility concerns.

For more information, or to book your Enterprise Mobility Development Model workshop, please contact your nearest Dimension Data office or visit www.dimensiondata.com.



Why Dimension Data?

- Comprehensive technical and integration expertise across all IT disciplines, including – networking, security, unified communications and collaboration, data centres, virtualisation, Microsoft and contact centres
- Strategic alliance partnerships with leading and respected technology vendors, including Cisco and Microsoft
- Over 6,000 clients across all industry sectors, including financial services, telecommunications, healthcare, manufacturing, government and education
- Over 12,000 employees with operations in 51 countries across five continents
- Global footprint, delivering international business to a consistent standard



Dimension Data's **engineering knowledge** and **deployment expertise** across all areas of IT, and in all business environments, ensure that we offer a **comprehensive service** that incorporates every aspect contributing to a **successful mobility strategy**.

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