

# Enterprise Mobility Development Model



Many organisations recognise the benefits that enterprise mobility could bring their business – operational and communications cost reduction, improved employee productivity and competitive advantage to name a handful. Few, however, know where to start. Which technologies offer the most value? Which employee groups need to be targeted? Where would an organisation ultimately like to be? Dimension Data's Enterprise Mobility Development Model (EMDM) is a practical and pragmatic tool that assesses an organisation's competence and capability in the area of wireless infrastructure and mobility against a set of operational and strategic criteria outlined in Dimension Data's Enterprise Mobility Framework (EMF).

## About the Enterprise Mobility Development Model (EMDM)

The EMDM helps you to better understand your organisation's current state of development, performance, operational practices and strategic execution, and enables you to develop an enterprise mobility roadmap for your organisation's future aspirations.

## How it works

The EMDM was created by Dimension Data's wireless infrastructure and mobility applications experts to bring direction and measurement to an organisation's enterprise mobility approach. Using the model, we plot your organisation against a set of operational and strategic competencies to determine its current maturity and future aspirations.

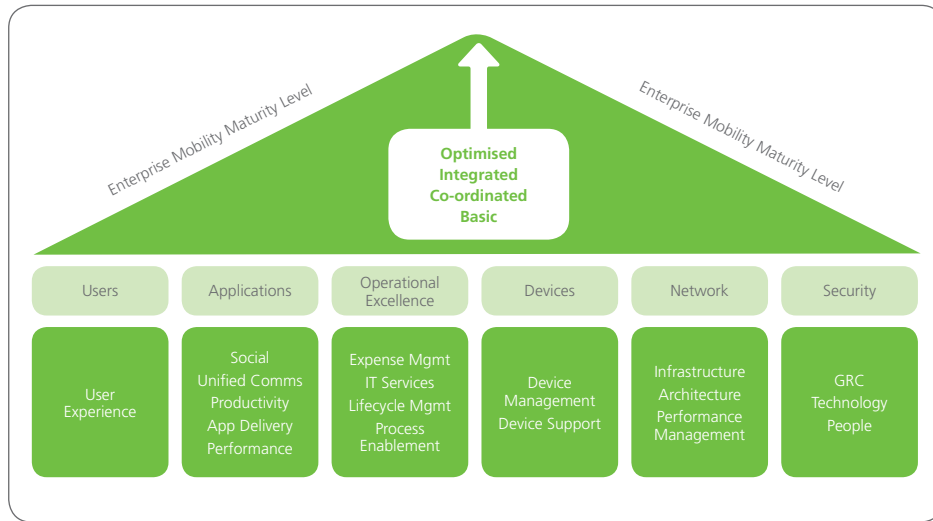
## About Dimension Data:

- Dimension Data is a specialist IT services and solutions provider that helps clients plan, build, support and manage their IT infrastructures.
- Established global footprint coupled with unrivalled experience in emerging markets. Operates in 51 countries across five regions.
- 6,000 clients across all industry sectors, including financial services, telecommunications, healthcare, manufacturing, government and education.
- 78% of the Global Fortune 100 and 62% of the Global Fortune 500 are Dimension Data clients.
- Dimension Data is positioned as a Leader in Gartner's 2012 Magic Quadrant for Communications Outsourcing and Professional Services (COPS) report.\*

\*Gartner, Magic Quadrant for Communications Outsourcing and Professional Services?, Eric Goodness, Christine Tenneson. 20 December 2012.

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**EMDM Focus Areas**



**Our Value Proposition**

To determine an organisation’s positioning on the EMDM, Dimension Data facilitates a one-day workshop to identify strengths and areas for improvement within the organisation around enterprise mobility. Stakeholders from all areas of the organisation, i.e. the IT department, sales, HR, marketing and finance, who are familiar with the strategy of the organisation, are invited to attend. Getting representatives from different parts of your organisation together will ensure that various perspectives are incorporated.

Dimension Data’s experience in deploying wireless infrastructure and mobility projects across multiple industries, geographies and organisational sizes, has given us valuable insight into the challenges, best practices and technologies in this space. By using this vast experience, we have developed the EMDM to help you prioritise your investment in enterprise mobility.

**The Competencies**

Once your organisation’s operational and strategic competencies are known, our consultants use their enterprise mobility knowledge combined with extensive client experience to guide you through areas of maintenance, development and future investment. To achieve your desired state, our consultants can recommend roadmaps, discuss the role of technology and facilitate organisational change management.

**The EMDM can be used as an ongoing mechanism for strategic management against the initiatives your organisation has prioritised.**

**Our model offers your organisation the following benefits:**

- It establishes focus and priority for enterprise mobility development
- Aligns visions to enable a single vision for enterprise mobility development
- Assists in optimising existing enterprise mobility initiatives

- Serves as an educational process to explain the various technologies to business users
- Assists the IT department to justify the expenditure of wireless and mobility projects
- Provides a common language to start discussing the future benefits of enterprise mobility
- Ascertain how to optimise your wireless infrastructure and mobility tools to:
  - Decrease costs (i.e. reduce capex on cabling infrastructure, cut down on cellular telephony costs)
  - Enable employees to collaborate and improve productivity
  - Reduce the latency of business process that poor mobility strategies introduce; and
  - Allow employees to work flexibly and respond more quickly to customer needs