

4 things you can't ignore about enterprise mobility

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Enterprises can be open to risk and less productive when they don't enable secure mobile telephony and collaboration—or address the growing costs of mobility.

These issues can be especially difficult for industries with large numbers of mobile employees including campus/corridor roamers, “road warrior” sales teams, and teleworkers or contactors who need remote access.



Employees don't have enterprise-grade telephony capabilities when they're away from their desks

Missed customer calls negatively impact revenue and customer service

69%

of people who call a business will hang up rather than leave a message¹

21%

of an employee's work week is spent away from their primary work location
25% for middle managers and 37% for executives¹

BUSINESS SECTOR IMPACTS



Lawyer misses client calls; can't access an expert witness during trial



Realtor misses offers on properties; can't reach an appraiser while on-site



Doctor can't address specific patient needs or conduct real-time consultations with specialists



Employees lack rich video communication

Limits effectiveness of meetings with colleagues and rapport with customers

Prohibits collaboration in real time

94% of respondents say video collaboration improves efficiency and productivity³



MORE THAN 75%

of all business leaders believe person-to-person communication is critical to business success²



Lawyer can't conduct remote witness interviews



Sales team can't attend the national weekly staff call when traveling



Doctor can't provide remote diagnoses or consultations



Enterprise phone charges are too high

40%

identify cellular phones as a primary device used for business communications⁴

International calls quickly use up cellular voice minutes

Not using VoIP over wi-fi

Moving calls over the network and leveraging wi-fi can save ~\$1.9 million per year



Mortgage specialist is unable to utilize mobile commerce to quote rates



Claims adjuster is unable to conduct business while in the field



Doctor can't receive updated test results



Employees conduct non-secure business communications

Remote network connections can expose companies and customers to vulnerabilities

Businesses are susceptible to hacker attacks, call hijacking, eavesdropping, toll fraud and more

The Communications Fraud Control Association estimated annual telecom fraud losses worldwide to be in the range of \$35 - 40 billion

Gartner Group predicts

80%

of key business processes will involve the exchange of real-time information involving mobile workers⁶



Credit specialist isn't adhering to privacy and security policies and leaks customer data



Doctor creates liability issues for facilities, earning financial and legal penalties for non-compliance.

How Avaya can help

Avaya Enterprise Mobility extends rich, enterprise-grade telephony and collaboration to mobile employees. This powers productive, secure and cost-effective communication between colleagues, partners and customers.

- Companies can use VoIP to send calls over wi-fi and direct calls over the corporate network to reduce phone charges
- Mobile employees are always available and productive with enterprise-grade telephony capabilities like single number reach and web collaboration
- Customers, partners and employees can collaborate with rich video from a broad range of devices
- Supports BYOD
- Provides secure remote access for corporate communication and collaboration
- Easy to deploy
- Truly open collaboration platform for integration of applications



To learn how Avaya mobility solutions can drive value for your business, talk to your Avaya Representative or visit us at avaya.com
avaya.com/usa/solutions/#mobile-collaboration

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1 (Web Wise Business, BT Research)

2 (Pearl Kandola, The Psychology of Effective Communications)

3 (Wainhouse Research 2013)

4 (Boost the Bottom Line with Mobile UC, Frost and Sullivan)

5 (Avaya on Avaya Study 2013)

6 (Best Practices for Securing Remote and Mobile Devices)

7 (Enterprise Telecom Security Threats)