

Best Practices for an Effective Enterprise Mobility Program



Mobility management is challenging and complex.

For most organizations, it is common to lack internal resources to effectively manage the components that make up a healthy mobile environment.

To help enterprises keep pace with mobility, **DecisionPoint Technologies** has identified the best practices that are key to your business.

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BEST PRACTICES FOR THE
IDEAL MOBILE ENVIRONMENT





CONTRACTS & DATA

Start with the commercial foundation. Carrier agreements and the data they generate set the ceiling on how much value your mobility program can deliver.

1

Always Keep Carrier Components Aligned with Business Requirements and Stay on Top of Contract Renewal Terms

Competitive carrier contracts allow your business to optimize environment design. Frequently, businesses overlook details of carrier contracts only to discover that options for changes are limited when they matter most.

- Adequate plan options to support data pool optimization
- Appropriate equipment subsidies
- Reasonable ETF waivers
- Structured contract review at end of term

2

Continually Gather Sophisticated Data from Carriers

Many wireless customers simply focus on the data that appears on the bill. A great deal of data is available for real-time analysis, such as daily feeds of line inventory. Know how to request it from your carrier, connect into it, and build a strategy for applying the insights.

- Unbilled usage
- API access for data retrieval and transaction submission
- Automated bill delivery



GOVERNANCE & SECURITY

With contracts aligned and data flowing, the next layer is active control — governing how services are used and protecting the data moving across them.

3

Ensure Carrier Voice and Data Service Governance Takes Place Continually

From monitoring the nature of service utilization to watching data utilization limits, have a notification process in place to prompt users to change behaviors when necessary, empower managers, and counsel employees.

- Unbilled usage monitoring and behavior modification
- Appropriate cost allocation strategy
- Admin, manager, and user visibility into utilization metrics
- Zero-usage policy

4

Practice Good Mobile Security Hygiene with an Effective MDM/EMM Platform

The volume and sensitive nature of data are increasing consistently for all businesses. Use the appropriate tools for risk management — the first step is an effective EMM or MDM solution.

- Forced enrollment on corporate devices
- Corporate device management and lock protection
- Adequate MEM configuration
- Mobile policies published as profiles
- SSO as needed
- VPN / proxy as needed
- Enforced enrollment requirements



ASSETS & POLICY

Devices and the policies that govern their lifecycle are where operational discipline pays off — or where unmanaged risk quietly accumulates.

5

Manage Hardware Carefully on an Ongoing Basis

Cell phones and mobile devices are valuable assets. Be thoughtful about which devices you deploy and how you manage and recover them, as well as timing for hardware refreshes.

- Standardized equipment matrices
- Established hardware refresh schedules
- Reverse logistics process, including asset recovery, repair and replace, recycle

6

Maintain a Structured Set of Policies and Processes

This is critical for effectively governing the environment and ensuring on- and offboarding processes are well-defined within IT and HR. New users should have access to the necessary tools ASAP, while decommissioned users should not retain data. Don't forget to set acceptable-use policies.

- On- and offboarding processes, including legal hold procedures
- Certificate management process
- Clear policies governing access to business resources
- Line-of-business voice
- Governance team identified (IT, HR, Finance, Procurement, Legal)
- Structured quarterly governance meetings



USER EXPERIENCE

Security and productivity live or die at the user's fingertips. When the experience is friction-free, policy actually gets followed.

7

Deliver an Excellent User Experience

User experience goes hand in hand with security. Empower employees to seamlessly access the tools delivered to them via mobile devices. High expectations for functionality, appearance, and usability are critical considerations. When users struggle, productivity suffers and security risks increase.

- Centralized app catalog
- Clear and accessible documentation for users
- Onboarding and recurrent training program
- User satisfaction measurement for support
- Multi-channel support (particularly SMS)
- Leverage mobility for notifications and corporate communications

IT Decision Makers from Executives to CIOs are Facing High Demands

Execute on strategic planning	Accomplish more with less resources	Drive innovation	Improve positive business impacts	Increase ROI of IT within the company
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Mobility should accelerate your business goals, not slow them down. Assess your mobility program against this list to gauge the effectiveness of your practices.

Schedule Your Consultation Today

A successful mobile management strategy will lead to cost savings, improved visibility, and enhanced security.

[Contact us today to learn how we can help.](#)