

# ON-THE-GO OPERATIONS MOVE FORWARD:

TAKING THE  
PULSE OF  
ENTERPRISE  
MOBILITY





**\$580  
BILLION**

## INVESTING IN INNOVATION

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Enterprise mobile technologies and best practices are evolving apace thanks to widespread investment. Businesses worldwide are expected to spend approximately \$580 billion on mobility solutions in 2018, an amount that analysts predict will continue to expand at a compound annual growth rate of 2.8 percent over the next four years.<sup>1</sup> This across-the-board drive to innovate has brought forth multiple developments poised to transform enterprise mobility, for good and bad.



**2.8%**  
annual growth rate



## MOBILE WORKFLOWS FALL UNDER SIEGE

Data security long ranked among the most pressing concerns for modern business leaders and information technology stakeholders. However, these parties have customarily fretted over more traditional enterprise infrastructure, paying little attention to mobile assets, due to cybercriminals' inclination toward large-scale attacks. Unfortunately, the mass expansion of mobile workflows has prompted hackers to switch tactics and begin targeting smartphones and other on-the-go enterprise assets.

An estimated 64 percent of IT teams started to see this change in 2017 and have watched mobile threats multiply and intensify throughout 2018.<sup>2</sup> Yet, a significant number of organizations do not employ

# 64%

**of IT teams have  
watched mobile threats  
multiply and intensify  
throughout 2018**



mobile data security best practices such as periodic compulsory password replacement, application-level encryption, network access restriction and security system testing.<sup>3</sup> This has to change, as smartphone-obsessed cybercriminals do not intend to let up anytime soon, if mobile malware proliferation trends are any indication.<sup>4</sup>



## MOBILE MANAGEMENT OUTSOURCING RISES

Early enterprise mobile adopters managed such infrastructure in-house in an effort to maintain complete control of their devices and the data. However, as the mobile workforce has grown, this strategy has become untenable. By 2020, an estimated three-quarters of U.S. employees will fall into this group, which means the days of managing 100 percent of mobile operations internally are quickly coming to an end.<sup>5</sup>

Many businesses see the writing on the wall and are changing their approaches to managing mobile assets and backend support systems. How? By forming partnerships with mobile device management vendors. A vast majority of enterprises, including 88 percent of those with active bring-your-own-device policies, are currently leveraging external MDM technology.<sup>6</sup> While these tools increase enterprise mobility costs, they are essential to success.

**3/4** of U.S. employees  
manage mobile  
infrastructure in-house





# 11 BILLION IoT DEVICES BY THE END OF 2018



## IoT TECHNOLOGY GROWS MORE MATURE

Internet of things technology is ubiquitous in both the consumer and enterprise arenas. More than 11 billion IoT devices are expected to be in service by the conclusion of 2018, roughly 4 billion of which will contribute to enterprise functionality.<sup>7</sup> A good number of these connected assets will constitute advanced IoT processes that go well beyond the wireless workflows that characterized the first generation of enterprise IoT usage.

Today, approximately 29 percent of organizations worldwide have IoT infrastructure in place, with 12 percent maintaining at least 10,000 disparate devices.<sup>8</sup> However, these businesses are not content to maintain the status quo, as most are rolling out new, more advanced IoT efforts. For example, health care companies using these tools have begun leveraging sensors to track patients remotely and facilitate automatic electronic health record updates.

Automotive manufacturers have surpassed IoT-centered overall equipment effectiveness initiatives and are now experimenting with remote vehicle analytics technology and perfecting the connected car. Even retailers stepping up their IoT programs, developing bleeding-edge mixed-media shopping experiences designed to lure customers away from their screens and into stores.

Together, these forward-thinking companies will spend more than \$772 billion on enterprise IoT technology in 2018 and could collectively reach the \$1 trillion mark by 2020.<sup>9</sup> This growth not only bodes well for consumers, many of whom may get access to quicker, more robust product and service offerings, but also businesses in the beginning stages of IoT adoption in need of guidance and proofs of concept.

## THE CHATBOT GAINS MOMENTUM

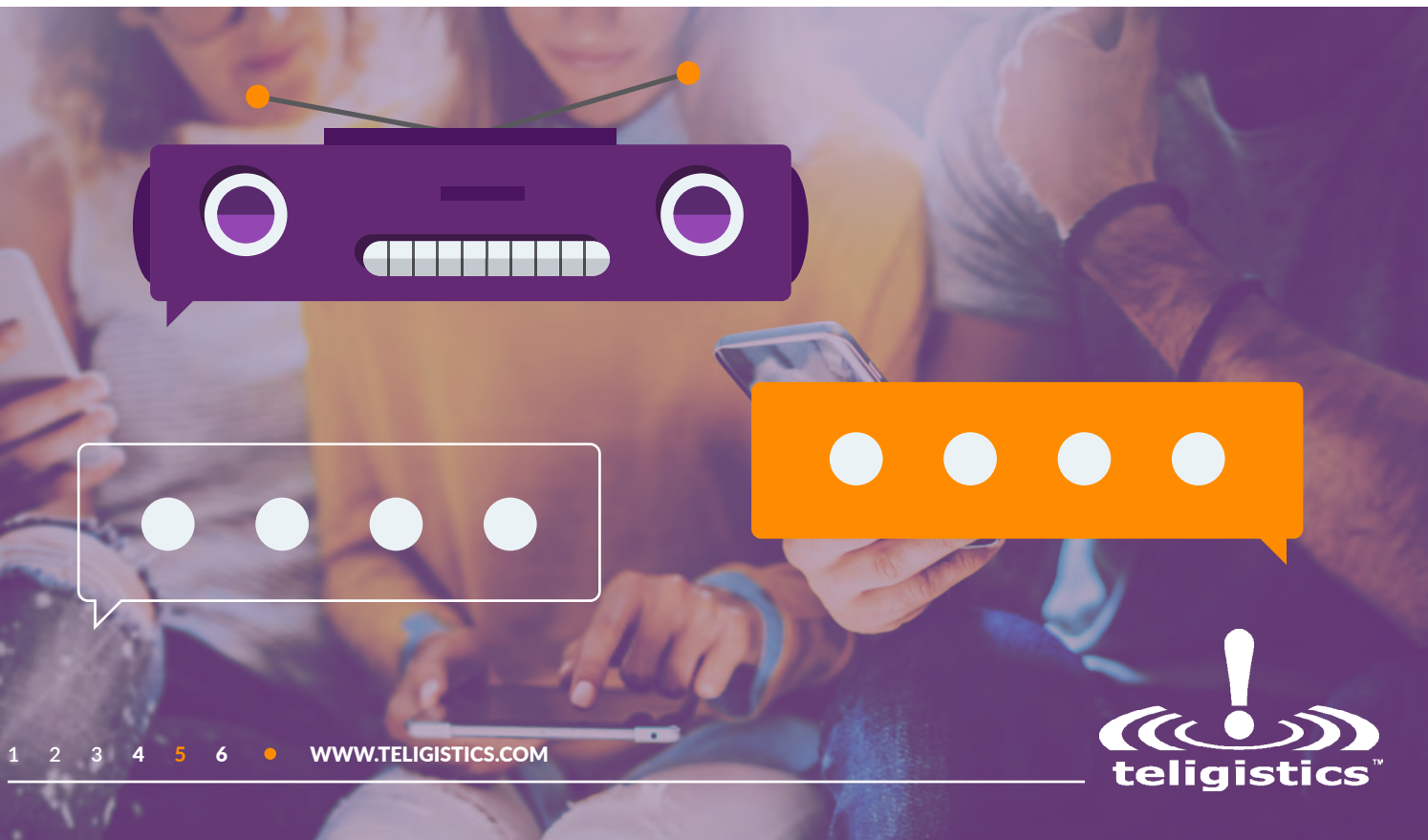
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Chatbots, machine learning-infused messaging applications designed to carry on conversations with human users, rose to prominence in 2016, offering an exciting glimpse of how artificial intelligence technology might fit into everyday life. In the last year or so since, chatbots have evolved from IT novelties perfect for showy consumer deployments into legitimately powerful assets that might soon make an impact on enterprise. This is at least the prevailing notion among IT experts, many of whom believe the chatbot could displace the mobile application as the go-to tool among smartphone- and tablet-toting workers.<sup>10</sup>

Employee-facing mobile applications are popular among organizations, as they can streamline backend activities such as work product approval and scheduling. However, users still have to set aside time to deploy one or more of these tools, an unfortunate reality that puts a ceiling on the potential productivity gains associated with enterprise mobile devices. To overcome this challenge, further unburden workers

and unlock additional efficiency gains, a significant number of IT teams are pursuing chatbots — activity that is expected to accelerate and intensify over the coming years. In fact, by 2021, more than half of businesses worldwide will spend more on chatbots than they do on traditional mobile application development activities.<sup>11</sup> What might the fruits of these efforts look like?

Chatbot-based approval features are among the most talked-about options.<sup>12</sup> These assets would generate automated messages that would allow stakeholders to render their approval or denial in a single word. Scheduling software centered on chatbot and IoT technology is also popular among forward-thinking IT leaders, as it would theoretically negate the need for human employees to manually reconcile their schedules. These simple yet promising tools could very well transform how enterprise mobile users operate and create time- and cost-saving opportunities.







## PREPARING FOR THE FUTURE

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These developments in the enterprise mobility landscape should excite organizational leaders in every sector. However, executives must consider retrofitting their backend processes to account for the operational complexity that will accompany the adoption of the best practices and technologies addressed above.

Teligistics is here to assist, as we help businesses of all sizes take control of their mobile workflows via robust telecommunications expense management, mobile device management and mobile procurement tools.

**Connect with us today to learn more about our offerings.**

## SOURCES

<sup>1</sup> International Data Corporation, "Global Spending on Mobility Solutions Forecast to Reach \$1.8 Trillion in 2022, According to IDC Spending Guide," 2018.

<sup>2</sup>Verizon Wireless, "Mobile Security Index," 2018.

<sup>3</sup>Ibid.

<sup>4</sup>McAfee Labs, "Threat Report," 2018.

<sup>5</sup>Oxford Economics, "Maximizing Mobile Value," 2018.

<sup>6</sup>Oxford Economics, "Maximizing Mobile Value."

<sup>7</sup>Gartner, "Gartner Says 8.4 Billion Connected Things Will Be in Use in 2017," 2017.

<sup>8</sup>Vodafone, "Vodafone IoT Barometer," 2018.

<sup>9</sup>International Data Corporation, "IDC Forecasts Spending on the Internet of Things to Reach \$772 Billion in 2018."

<sup>10</sup>Gartner, "Gartner Top Strategic Predictions for 2018 and Beyond," 2017.

<sup>11</sup>Ibid.

<sup>12</sup>Gartner, "4 Uses for Chatbots in the Enterprise," 2017.

