enterprise
mobility drives
productivity growth

In today's business climate, competitive pressure continues the drive for operational efficiency, productivity improvements, and better customer service.

Enterprise Mobility represents an opportunity to meet these challenges. From Professional Services to Hi-Tech, from Consumer Goods organizations to Retail, organizations are realizing the value of giving users anytime and anywhere access to key information and processes.

Operations, Sales, Service and HR are four key areas where Enterprise Mobility can improve productivity. Enterprise Mobility can be used to improve operational efficiency, such as in warehouse data collection or to capture proof of delivery. Productivity gains can also be made around HR time and expense booking by providing more flexible and immediate access.

Sales organizations are using Enterprise Mobility to grow profitable customer relationships and reduce the sales cycle with anytime, anywhere access to the tools and information that sales professionals need to increase the value of each and every customer interaction. Intuitive tools promote high levels of user buy-in to achieve consistent sales methodologies and sales pipeline data capture.

Service organizations are using Enterprise Mobility to enable timely and efficient workforce scheduling, and to provide the information and tools to support effective service and sales activities to make the most of every customer visit.

Enterprise Mobility is the enabling of business information and processes on mobile devices, such as sales orders, workflow, and time recording. It is fast becoming an essential business tool for on-demand access to information and real-time communications. 1 billion workers are forecast to be using some form of mobile technology by 2011. More and more organizations are realizing the benefits of extending the office into handheld devices over and above telephony and email mobility, with technology that provides the robust infrastructure, speed and security to mobilise business processes.

Organizations are using high levels of mobility adoption to drive internal process change and workflow redesign to ensure timelines and relevance of information delivery, while maintaining low mobility support costs.

Enterprise Mobility is fast becoming essential

Harnessing intuitive user experiences

And the revolution is not just in process mobilization. Organizations are harnessing the intuitiveness and ease-of-use native to some mobile devices to guide employees through processes, using the user experience to increase productivity and positive user buy-in to consistent methodologies, processes and data capture.

How do you get mobility right?

We've outlined some of the potential benefits of Enterprise Mobility to organizations, but what's the next step? How should an organization approach assessing the business case, how do you choose an appropriate mobile technology platform, and what's the best way of designing functionality to maximise the user experience and productivity?

And of course IT organizations need to support the business benefits of Enterprise Mobility while keeping a lid on costs and without threatening the security of enterprise data and infrastructure.

Atos mobilization methodology

Utilizing our deep mobility experience, Atos have developed a robust methodology to guide organizations through the decision process and ensure that return on investment is achieved in line with the business goals, from initial assessment and business case analysis, through design and implementation to a continuous process of improvement and innovation.

Our methodology utilizes agile implementation techniques with the Scrum implementation methodology at its core. This brings together your business stakeholders and the implementation team from inception to implementation and through the improvement cycle. Working together, the team implement iterative deliverables that track your changing needs as the project rolls out.

Mobilisation methodology

Assessment	Develop solution	Implement	Continuous improvement
➡ Define business case & requirements ➡ Identify how business processes will change and any new processes ➡ Consider possible solutions.	➡ Mobile platform & device selection ➡ Implementation planning ➡ Benefits case with priorities ➡ Infrastructure implications.	➡ Define functional requirements ➡ Solution build User Acceptance Testing (UAT) ➡ Pilot implementation and/POC.	➡ Template rollout ➡ Scope expansion ➡ Usability feedback ➡ Changing business requirements.

Core Atos project methodology – ASAP/Agile/Prince2

Enterprise Mobility assessment

Atos works with you to identify the business requirements and determine the critical factors that an Enterprise Mobility solution needs to bring, understand the business case, and to develop a mobilization Roadmap and long term strategy.

Develop solution

This stage identifies the Enterprise Mobility solution and implementation plan. The objective is to choose a mobility platform that is aligned with the business drivers and delivers the planned business benefits.

Implementation and continuous improvement cycle

Atos's Agile Development Methodology is used for Enterprise Mobility solution realization, making sure that what the business needs is what the business gets. Small teams of Atos's consultants and your business experts work together to ensure we deliver what you want. The iterative delivery model gets the user community onboard early and eases the pain of rolling out applications to new users. The initial implementation is followed by a continuous improvement cycle to leverage the Enterprise Mobility platform for future growth.

Next steps

Enterprise Mobility offers significant opportunities for productivity gains and enabling a more agile enterprise. Talk to one of our experts to find out more. Atos offer two Enterprise Mobilization packages to get you started:

Enterprise Mobilization Value Scan

The Enterprise Mobilization Value Scan is a short investigation to identify the Enterprise Mobility opportunities in your organization through a series of structured interviews. This can then be followed by activities to create an Enterprise Mobilization Roadmap.

Enterprise Mobilization Roadmap

The Roadmap activities are tailored to your organization's needs and are developed in joint teams working with the business & IT. This Roadmap work will deliver a business case with:

▶ Opportunity catalogue

▶ Opportunity definitions and scope

▶ Tangible business-driven roadmap

▶ Corresponding business case (ROI) with benefits vs. costs.

Feasibility study, Business case development and Scenario planning

Assessment	Develop solution	Implementation and roll out	
Activities			
→ Identify ergonomic impact of introducing mobile solutions → Clearly define business requirements for mobile → Identify how business processes will change and any new processes → Assess current labelling and future labelling requirements → Impact on third parties → Consider possible solutions.	→ Process evaluation → Detailed systems analysis → Confirm target architecture → High level design → Business case preparation → Software and hardware vendor and partner selection → Options review & decision → Implementation planning.	→ Solution/template build → Unit testing → User training → User Acceptance Testing (UAT) → Pilot implementation and/POC → Update procedures and operating guidelines	→ Data cleansing, migration and test → Cut-over planning → Notification of third parties → Localization (where necessary) → System roll-out planning and go.
Outputs			
→ Confirm scope → Implementation options → Impact on people, process and technology → Coding and data standards and management → Hardware and software requirements → Configuration changes to current systems.	→ Software selected → Benefits case with priorities → Re-confirm scope → Infrastructure implications → Change management plan → Training plan → Data migration plan → Implementation plan.	→ Solution embraced by the organization	→ Robust solution that realises benefits across entire supply chain

Manufacturers improve the efficiency of warehouse operations with ruggedized devices for data capture while staff are on the move.

Toolset

People	Process	Technology
→ Communications and training → UAT and pilot → Testing → CRPs	→ Accelerated process → Design → Workflow → Test & validation.	→ Technology options → Application integration → Business intelligence.

Project management

Professional Services companies can improve productivity by providing professionals with mobile access to client information and time and expenses booking.

Mobility Project Checklist

► Use a proven, flexible methodology. Don't re-invent the wheel

► Ensure the implemented solution is reliable, simple, efficient and scalable, and it provides a consistent user experience. A good user experience promotes user buy-in and consistent use

► Standardize on one or as few as possible mobile device platforms. Development, implementation and support costs can escalate considerably if you're working with multiple device types

► Start with a proof of concept phase. Roll out something small and simple. Get user buy-in early

► Ensure the mobile device platform is secure. Your enterprise data must be secure when stored or accessed from a device

► Your landscape must be robust, reliable, secure and scalable

► Implement centralized management of mobile estate. Managing installations, upgrades, rebuilds, locks and unlocks of 100s or 1,000s of devices without a centralized, remote management infrastructure will be a logistical nightmare

► Development environment that supports "design once, deploy to many mobile devices." Almost all mobile devices use a different platform (C#, Java, etc). Building solutions from the ground up for multiple devices is a costly, time consuming process that is tough to support.

CPG organizations use enterprise mobility to improve process efficiency and data accuracy for retail execution and van sales.

Why Atos?

Atos has a proven track record of working with customers to deliver mobile solutions. Our international presence, our large scale delivery and support capabilities and our broad and deep knowledge of SAP, make Atos your Enterprise Mobilization partner, for Assessment, Design, and Implementation, and after that first go-live a continuous service and innovation partner for future growth.

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About Atos

Atos is an international information technology services company with annual 2010 pro forma revenues of EUR 8.6 billion and 74,000 employees in 42 countries at the end of September 2011. Serving a global client base, it delivers hi-tech transactional services, consulting and technology services, systems integration and managed services. With its deep technology expertise and industry knowledge, it works with clients across the following market sectors: Manufacturing, Retail, Services; Public, Health & Transport; Financial Services; Telecoms, Media & Technology; Energy & Utilities.

Atos is focused on business technology that powers progress and helps organizations to create their firm of the future. It is the Worldwide Information Technology Partner for the Olympic Games and is quoted on the Paris Eurolist Market. Atos operates under the brands Atos, Atos Consulting and Technology Services, Atos Worldline and Atos Worldgrid. For more information, visit: atos.net

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