



EBOOK

# Managed Mobility Services: Everything You Need to Know

A guide to managed mobility services and the unique benefits for global enterprises.

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## Introduction

Today's enterprise needs to empower their people to work productively. Remote, hybrid, and flexible working have become commonplace in the corporate world, and people want to work from anywhere with access to the right technology. But achieving this has [consequences on your enterprise communications](#).

90% of C-suite executives think that employees have access to the right technology, but only [53% of staff](#) agree. Changing work environments mean that your employees have higher demands for the technology they use, and the desire for better mobile capabilities is on the rise.

If you're a global organization with thousands of employees, all with a range of mobile device needs, it can be a challenge to manage expectations. All while maintaining effective control and keeping costs down across your IT infrastructure.

In this eBook, you'll learn how managed mobility services can help you overcome this challenge.



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## Managed Mobility Services

A [managed mobility services](#) (MMS) provider will assist you with the procurement, deployment, and management of all IT and business process services for your mobile devices and related systems. This includes smartphones, tablets, equipment, or wearables. Any device that accesses your corporate network is covered, including those within the perimeters of a Bring Your Own Device policy.

The biggest benefit of MMS is that it's an end-to-end service. Experts are on-hand to assist you with everything from:

- Strategy
- Procurement
- Provisioning
- Activation
- Management
- Security
- Support
- Eventual device recycling or disposal

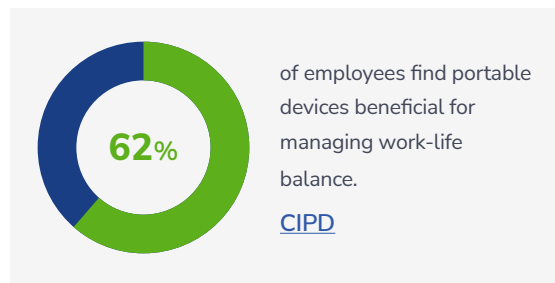
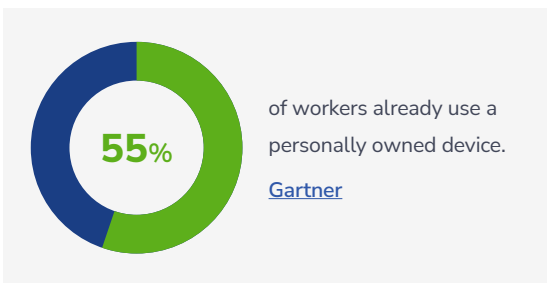
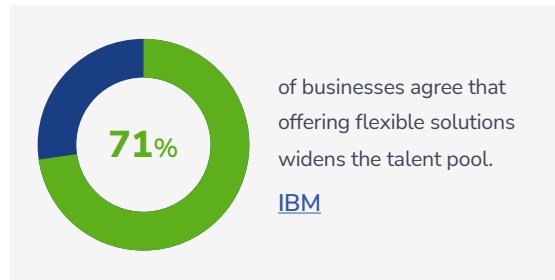
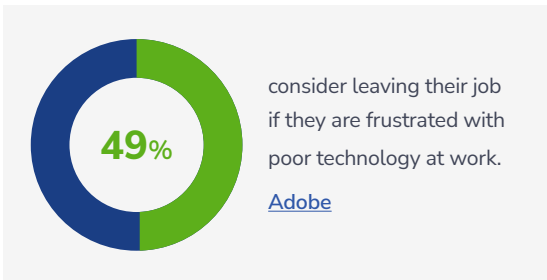
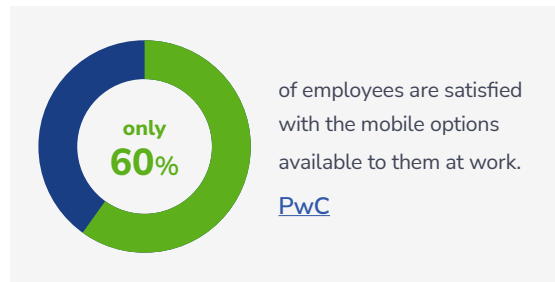
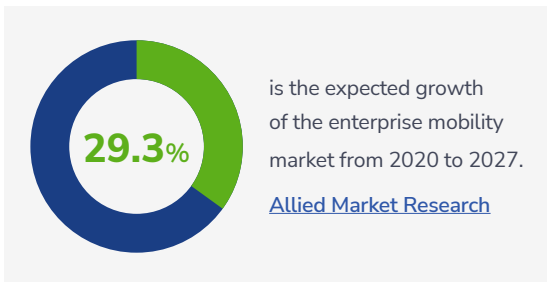
An expert partner optimizes the processes with your [MMS lifecycle](#) by minimizing costs and turning your global mobility network functions into a well-oiled machine. This reduces pressure on your internal teams and gives end-users a better experience. They can get their hands on the right devices, faster.





## Enterprise Mobility Trends

It's never been more important to have control of your enterprise mobility. The world we operate in continues to change at a rapid pace. Remote and hybrid working means organizations need to do more to enhance their mobile support. Here's why.



## What Enterprises Need



Improved User Experience & Flexibility



Security & Compliance



Visibility & Cost Control

Many workers might be using personal devices without the explicit consent of your IT department to access corporate networks. Or, they might be using a device covered by your BYOD policy, or a corporate-provided device. You need methods of securing who and what accesses your corporate network across a vast range of employee access points. And you require visibility of how much you're spending on your entire mobility environment.

Additionally, demand for the latest technology, improved end-user experience, and increased flexibility will be key differentiators of employee satisfaction.





# Managed Mobility Services: Everything You Need to Know





Find out exactly how MMS works, and how it can support your enterprise.

## Financial Management

An MMS partner consolidates all of your mobile expense management data into one, secure platform for improved [financial management](#). This provides unique insight into your mobile estate that's used to optimize processes.

Your data is managed in real-time, enabling better auditing and financial reporting, so you can accurately see what's truly going on in your mobility environment. With this level of control, you're better positioned to understand where hidden costs are coming from.

Global enterprises see long-term results when their MMS partner identifies, implements, and monitors cost control measures during the entire lifecycle of devices. Whether it's disputing a billing error or seeking cost reduction opportunities – an MMS provider is always working to minimize your spending.

 <p>Cost controls across the MMS lifecycle</p>	 <p>Real-time auditing and reporting</p>
 <p>Dispute management</p>	 <p>Inventory and MACD process management</p>

## Provisioning and Device as a Service

An MMS partner can automate your enterprise device provisioning. When an employee or department needs to get access to a specific or new device, such as the latest iPhone, they can access the easy-to-use self-service portal and manage the process themselves. This way, you get devices to your employees faster, all without putting extra manual effort on your internal teams.

And the benefits of this become greater as your demand scales. If your business wants to upgrade its entire fleet of devices globally, it could be a costly effort. An MMS partner can work with you to acquire the latest devices at the best possible price.

### Device as a Service from Cass

Device as a Service lets you own the latest devices without an immediate upfront purchase. The costs of the devices are combined into monthly payments as part of your existing MMS service fees. You get the technology you need instantly, all with a single-step solution.



Device as a Service functionality



Costs are spread out over time



MMS partner provides support



Self-service, quick deployment

[Learn More](#)



## Managed Unified Endpoint Management

Dynamic organizations need people working in multiple locations. And even in an office environment, your mobile devices need to function on a secure mobile ecosystem that doesn't compromise security.

Managed [unified endpoint management](#) (UEM) as part of MMS gives you global control of devices across your network.

This is all managed from a single location, so that corporate data is secure.

[UEM lets you self-activate devices and assign access](#) based on ownership, or remotely lock or wipe data when you need. You can assign administrative privileges and manage network access controls to make sure all employees only have access to what they need. You can also deliver policies and security updates to your entire network of mobile users in real-time.



Centralized application and data control



Improved end-user experience



Strengthened security and compliance



Deploy management functionality



## Sourcing and Logistics

Global supply chains, local laws, currencies, languages, negotiations, repairs, and eventual recycling or resale are all pain points for organizations that, ultimately, need to make sure employees have the devices they need. It can take years to gain the experience needed to manage sourcing and logistics correctly on a global scale. And even if your teams aren't lacking in experience, staying up to date with the latest, competitive information is difficult.

An MMS provider takes control of your mobility lifecycle. MMS makes sure that devices are [sourced, deployed, and retired maturely](#). This covers everything from sourcing, contract negotiation, forward and reverse logistics, staging and kitting, and the end-of-life stage of your mobile devices.

Most importantly, an MMS provider has established industry relationships that strengthen your negotiating position with suppliers. They work hard to implement the most competitive strategy for your mobility lifecycle and optimize supply chain management too.



Competitive rates  
for your enterprise



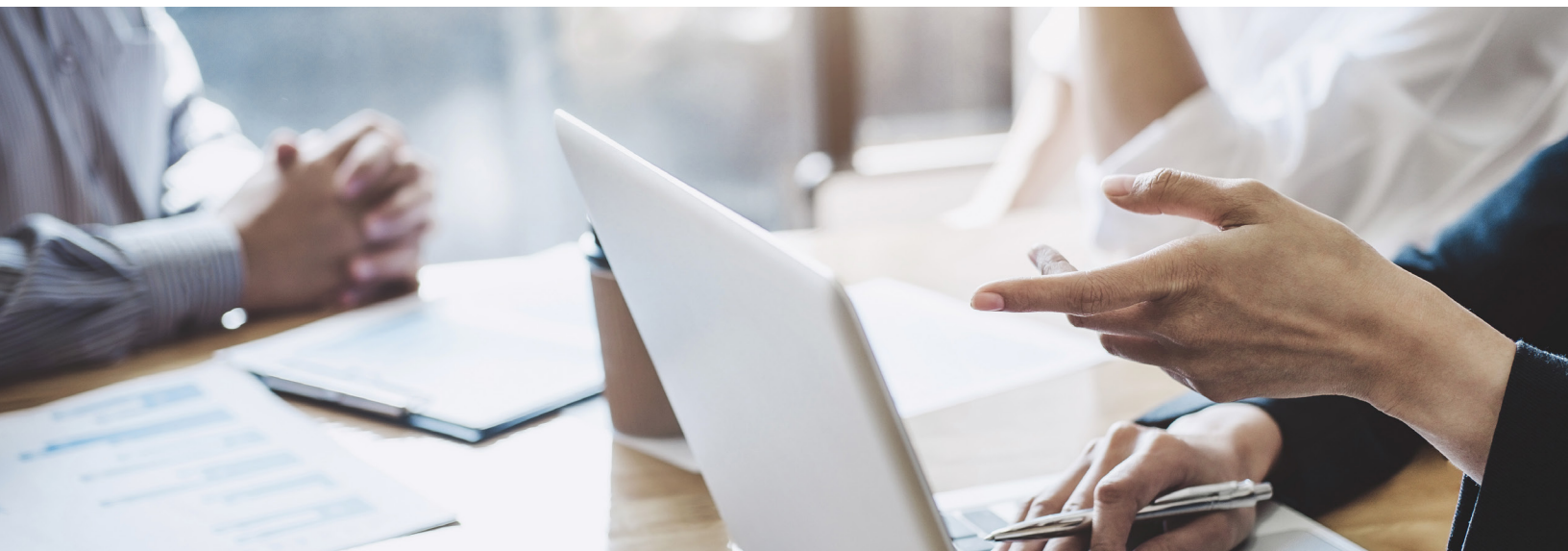
Optimized  
supply chain  
management



Mobile devices  
configured and  
ready to go



Data and devices  
are secure



## Bring Your Own Device and Bring Your Own Network

Empowering employees to work how they want is key to improving the end-user experience. A [Bring Your Own Device](#) (BYOD) policy can enable this, providing greater flexibility and freedom to staff while maintaining control of data governance. However, your [BYOD policy](#) mustn't become a costly burden or introduce security risks.

A managed mobility services provider handles financial processes like BYOD reimbursement for you. Instead of indirect reimbursement through your employee payroll or expense reporting, credit can be transferred directly to your employee's mobile phone account. Solutions like Direct2Carrier Payments™ let your MMS provider directly credit employees' personal wireless bills with the appropriate BYOD reimbursement amount. This is a pre-approved amount for employer reimbursement, so the process is straightforward for both you and the employee.

Additionally, an MMS provider integrates your BYOD program with a mobile device management solution, so your organization remains compliant and stays on track of employee-owned devices that access your corporate network. What's more, your MMS provider can help you set up a [Bring Your Own Network](#) (BYON) program. This allows your employees to use their personal broadband network to access and support their work at home.



Employees are free to use their own devices



Corporate networks remain secure



Increased visibility with mobile device management



Reimbursement is simple

