



Grenzenlose Mobilität – was verändert sich?

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The **Mobility** Wave has arrived

2:1

Mobile Devices
shipping to PCs

94%

Of CIOs planning
some kind of xYOD

100B+

Mobile apps will be
downloaded in 2014

91%

Of CIOs investing
mobile scenarios

2.5B

Tablets & Phones
shipping per year

#1

Priority for CIOs
is Mobility

18%

Building Custom
Apps for Tablets

40%

Less office sq. ft.
needed per person

Which workspace **trends** are **influencing** companies?

Cost of real estate
and occupancy



The use of multiple
mobile devices and
the need for access
from any location is
now commonplace



Increasing push
for sustainable
workplaces



Changing workplace
patterns and culture

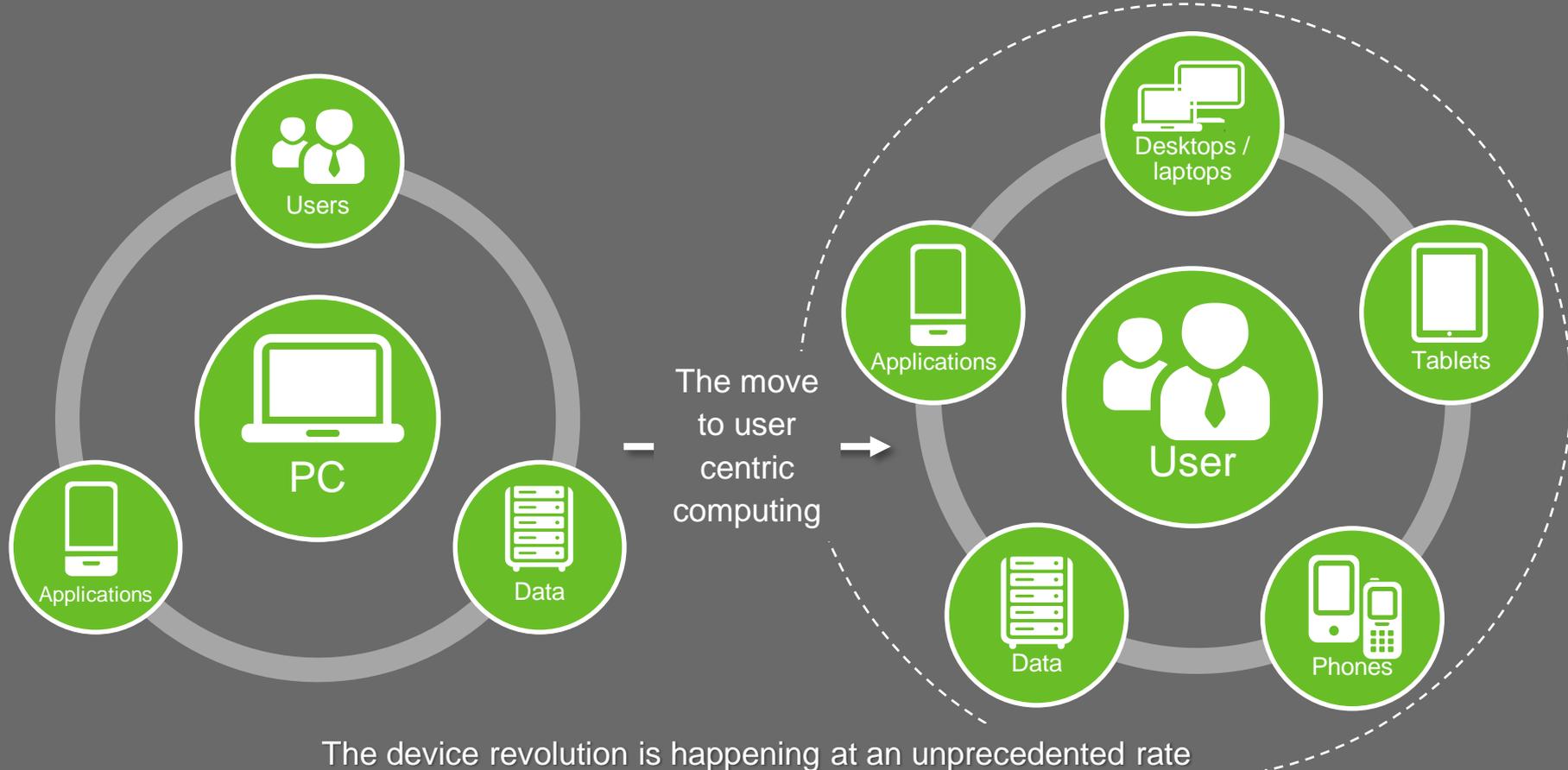


The next generation
of workers



Looking at the market ... **a major shift** in the enterprise:

from desktop computing to user-centric computing



The device revolution is happening at an unprecedented rate

Why being user centric matters...



Reduced absenteeism,
improved personal
performance, enhanced
team-working



Space savings, reduced
property costs and churn,
reduced training costs



Reduced staff attrition and
increased staff attraction,
more enticing to next
generation of workers



Reduced travel time and
cost, improved work-life
balance, better office
environment

Technology solutions enabling Workspaces for Tomorrow

Platform for end-user computing

Enterprise Mobility-as-a-Service
Incorporating mobile device management; mobile application management; mobile expense management
Enterprise application availability
Policy framework
Self-service support



Conferencing and collaboration

Video, voice, Web, conferencing
Instant messaging
Collaborative workspace
Visual communications



Wi-Fi

High-speed Wi-Fi
High-quality voice and video traffic
Analytics and algorithms for location



Data

Ability to store, share and sync data across devices at any location



Workspace management

Management of:
• meeting rooms and spaces
• printing solutions
• desk reservation/release
Management of building systems:
• cooling and energy
• lighting and building integration solutions
• security



Security

Data security
Ability to deliver remote access
Intrusion detection and prevention
Physical and virtual security
Activity monitoring and compliance



End-user Computing Development Model

Consultative approach to building an end-user computing roadmap



Cloud services

Cloud Services for Microsoft
Cloud Services for Cisco
Compute-as-a-Service
Cloud Backup
Contact Centre-as-a-Service



Internet of Things

Advanced connectivity of devices, systems and services
Sensor data capture and analytics
Automated and intelligent decision making



From
76% to 85%

of staff satisfied with technology
as an 'enabler' of internal mobility

62% agree

the flexibility of new workspace
allows them to be more
productive



**Employee
Satisfaction**

From
39% to 48%

of staff satisfied new
workspace promotes
collaboration

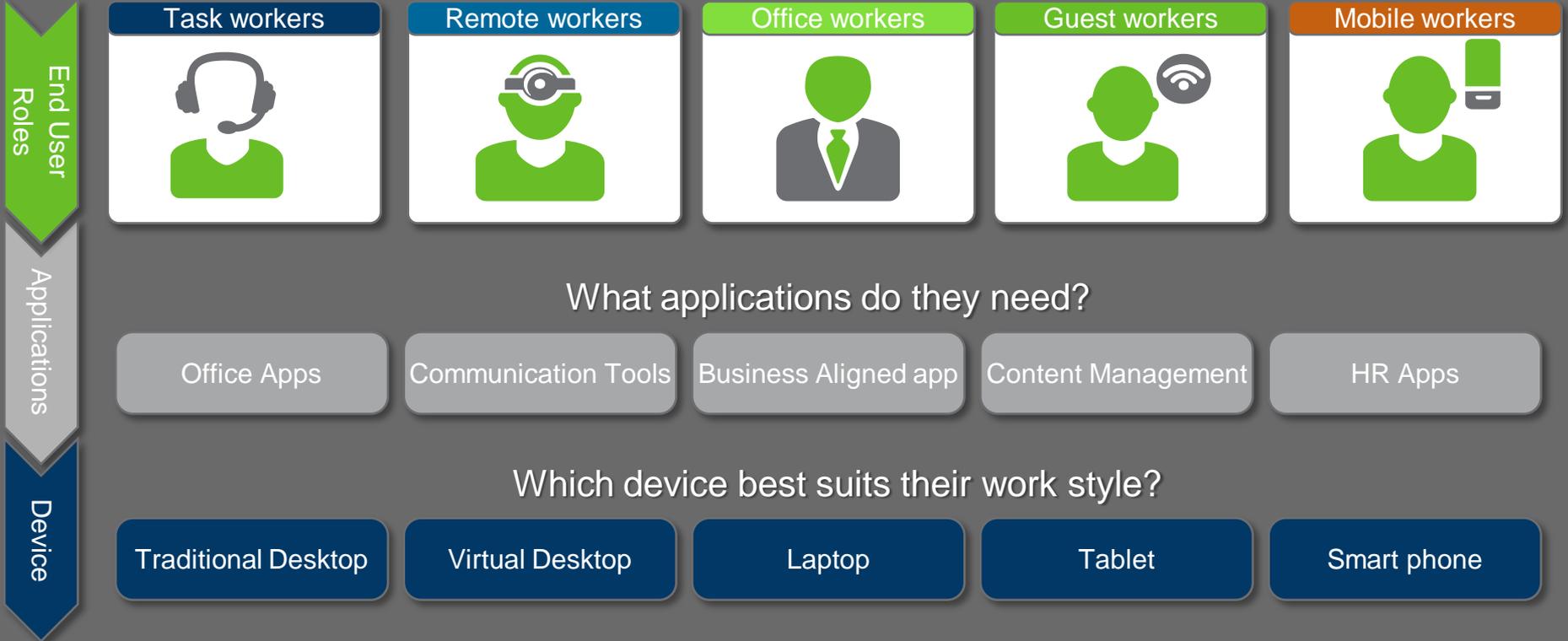
From 71% to 81%

of staff satisfied with the freedom to
choose where they do work



Enabling Workspaces for Tomorrow

Begin by understanding user roles and the relationships to apps and devices





KNOWLEDGE WORKER

“Technology needs to provide a clear path for getting things done and not be a bottleneck.”

“I collaborate with others on a regular basis. At any given time, I’m involved in multiple projects or teams. I use a variety of tools from various locations. I deal with time constraints and get frustrated when things don’t work. Though I rely on technology to help me achieve my goals, sometimes it doesn’t support my needs.”



RESPONSIBILITIES
Project oversight. Market research. Collaborate with other teams. Create reports and sales materials. Determine product features.



CHALLENGES
I find it hard to work when not in the office. I need more efficient tools to do my job. Securely exchanging data is hard to do.



USER NEED AND WANTS
I need to work with people from all over the world.
I need access to internal tools and data from anywhere from devices I choose to use.
I need secure and robust tools.
I want minimum number of devices but the option to use my own if I want for a task.



IT NEED AND WANTS
Need to lower the cost of support as full PC costly to manage.
Would like to move to a hot desk model and support more remote working if possible to reduce office space requirements

Current Devices

Desktop	Laptop	Thin	Tablet	Desk	Soft	Mobile	Smart	BYO
Desktop	Laptop	Thin	Tablet	Desk	Soft	Mobile	Smart	BYO

Desired Future Devices

Business Continuity

App Complexity

Data Security

Internal Mobility

Availability

Performance

Cost Reduction

External Mobility



EXECUTIVE

“Great technology gives me a competitive advantage. It helps me do my best work.”

“I’m a leader and influencer in my organisation. I lead several project teams, often with customers and partners. I’m frequently on the go and need to be accessible 24/7. My devices give me the freedom to work anywhere. When I’m remote, I expect to access and share information as quickly as I would at my office.”



RESPONSIBILITIES

Lead strategic projects. Align with company leaders. Lead and orchestrate company initiatives.



CHALLENGES

Most information only available when in the office. Working with remote teams is difficult. I need to be productive from any place on any device.



USER NEED AND WANTS

I need to access customer and internal data from any location and device.

I’m rarely in the office so need the same level of functionality on the road as in the office.

People need to be able to contact me and get important information to me quickly.



IT NEED AND WANTS

Need to be able to support key executive users with a top service.

Need to be able to secure sensitive data but ensure we are not seen as a blocker.

Current Devices



Desired Future Devices



Business Continuity

App Complexity

Data Security

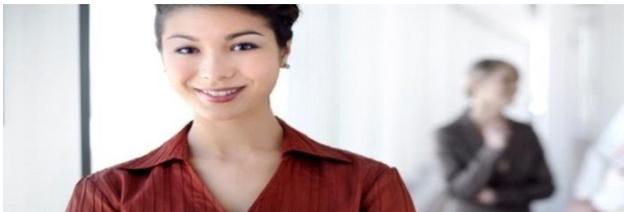
Internal Mobility

Availability

Performance

Cost Reduction

External Mobility



MOBILE WORKER

“I don’t like to be tethered to my desk, I want to be mobile.”

“I’m constantly on the go and need to be up-to-date at any given time, so I rely on my mobile devices. I put together my own presentations, spreadsheets, and correspondence, so I want things to work fast and simple. I get frustrated with the limitations of the tools I use and will look for new apps to use.”



RESPONSIBILITIES
Be up to date. Locate new customers and deals. Create proposals and determine margins. Collaborate with colleagues.



CHALLENGES
Most data is only available in the office. Working with remote team can be difficult. I need access to data when in front of customers. IT security can be restrictive.



USER NEED AND WANTS
I live by my devices and need to be able to access data I need quickly from the device I choose.

I need access to CRM from anywhere..

I want to be able to use the application that is best fit for getting my job done.

I need access to email and documents to collaborate.



IT NEED AND WANTS
Need to be more dynamic in supporting our revenue earners.

Need to be able to control the sensitive data they hold.

Need to support device requirements whilst maintaining security.

Current Devices

 Desktop	 Laptop	 Thin	 Tablet	 Desk	 Soft	 Mobile	 Smart	 BYO
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Desired Future Devices

 Desktop	 Laptop	 Thin	 Tablet	 Desk	 Soft	 Mobile	 Smart	 BYO
---	--	---	--	--	--	--	---	---

Business Continuity

Availability

App Complexity

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Internal Mobility

External Mobility



TASK WORKER

“Technology needs to be reliable, fast, and make my job easier.”

“My job requires me to be at the office. I create and update documents & I’m happy with the tools provided. My communication & collaboration tasks are mainly confined to my department. I work most of the day at my desk and usually don’t take work home, which is good because I don’t have the tools and support I would need.”



RESPONSIBILITIES

Create reports. Collaborate on projects. Support Project Managers and Account Manager. Maintain data.



CHALLENGES

I often have to provide a way in for remote workers as they can’t access data remotely. Everything is tied to my PC so difficult to work remotely.



USER NEED AND WANTS

I would like the ability to work remotely sometimes if needed rather than being tied to my PC.

I would like two monitors as I often work between documents.



IT NEED AND WANTS

Need to lower the cost of support as full PC costly to manage.

Would like to move to a hot desk model and support more remote working if possible to reduce office space requirements

Current Devices



Desired Future Devices



Business Continuity

App Complexity

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Changing **Workforce Dynamics**

Job security of primary concern
Top – down hierarchical business units
Belief in the need to “pay dues”
Loyalty a key characteristic
Benefits include better title and perks



Freedom and flexibility of primary concern
Entrepreneurial mindset
Belief in empowerment
Individualistic a key characteristic
Benefits include better work/life balance



Born: 1928–1945

1946–1964

1965–1980

1980–2000

2000–20??

Our approach is around building a user-centric platform ...and solving business challenges!

Our objective is to establish a user-centric platform:

(1) our clients can consume as a service, and (2) solves specific business problems in each release



**User-centric
computing model**

1 establish the platform, solve smart device challenge



value proposition:
bring order in mobility

2 provide for the new applications paradigm



value proposition:
enable micro app model

3 adding more devices...next-gen PCs



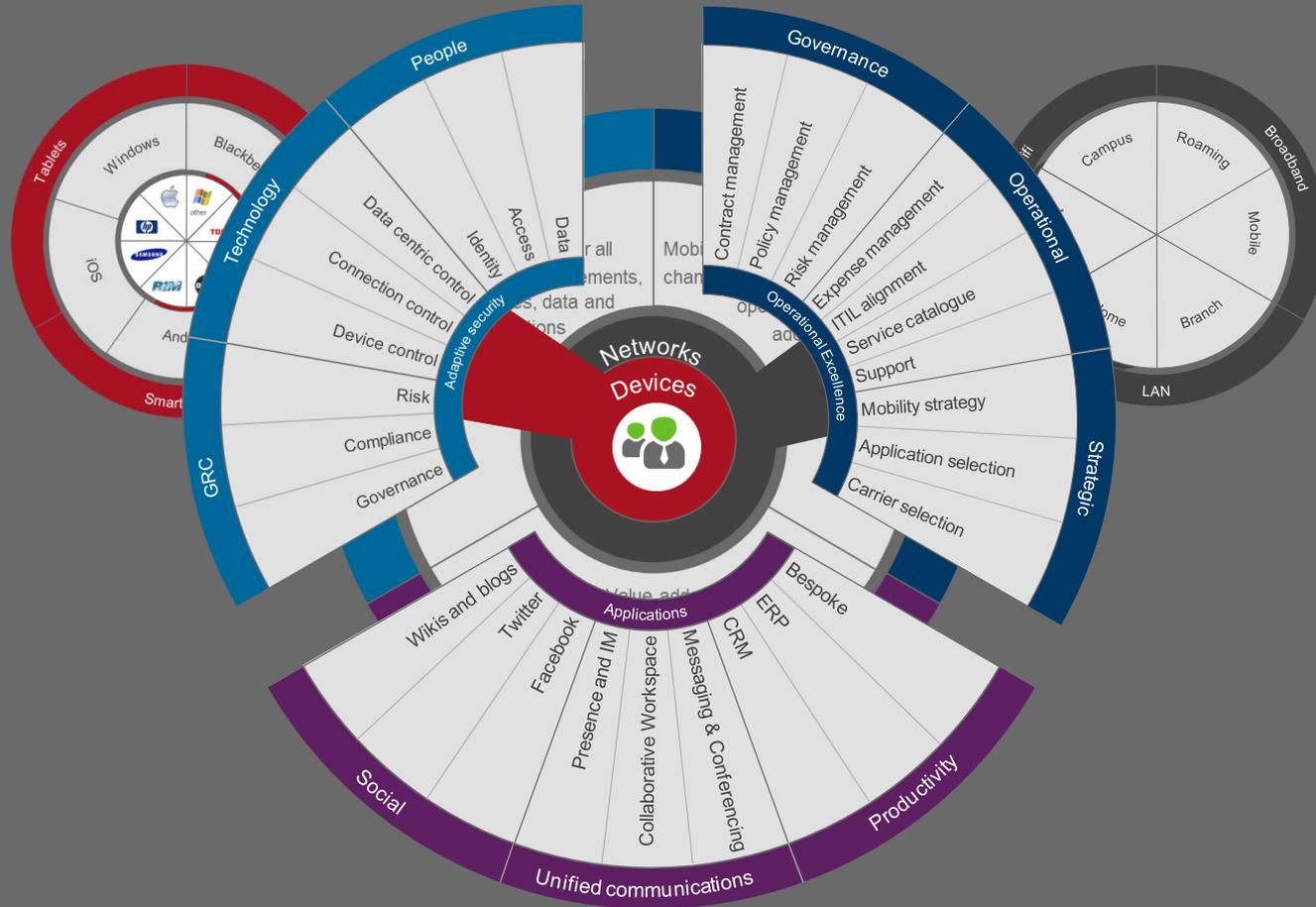
value proposition:
user-centric platform for smart devices & next-gen PCs

4 provide for data



value proposition:
truly enable user-centric work styles

Bring order in Mobility: Our Enterprise Mobility Framework



User-centric platform as the pivot of Workspaces for Tomorrow

- Empowers employees with the freedom to choose different types of work settings to suit different types of work activities
- User-centric Platform
 - ✓ Key pivot we use to enable a client project very rapidly
 - ✓ Consumed as a service
 - ✓ Solves specific business problems with each release
- Leverage:
 - BU/SU solutions & services
 - Partner Ecosystems:
 - ✓ Office Design Firms
 - ✓ Workspace Mgmt Vendors



Our approach: An User-Centric Framework in alignment with business problems



Security	Policies, Device Controls, Identity, Access, Data
Infrastructure	Network Architecture, Servers, Cloud, Performance Management
Operational Excellence	Business Enablement, Delivery & Maintenance, IT Services Ops

To begin, understand your current state and future need...

How do your people work now?
(e.g., varied locations, remotely, fixed desks)

Are there opportunities to enhance engagement and performance?

Is there a perception of “needing to be seen in office” that needs to be resolved?

Are there any local cultural nuances that affect how your people work?

Do your people have the tools and resources available to work flexibly?

Is there an opportunity to be more collaborative? What does this look like?

What does the workspace look like **today**?



Behaviour

- Important to be seen in the office mentality
- Leaders lack the support to run flexible teams
- Negative perceptions of flexible working

Environment

- Inefficient use of space
- “Building improvement” is often raised as an issue
- Lack of collaborative and flexible working areas

Meetings

- Uncomfortable seating and poor room layout
- Difficult to book meeting rooms
- Breakout spaces last choice for meetings

Collaboration

- Tools do not always support flexible working
- Often time-consuming to access technology
- Under-utilisation due to a lack of user awareness

What does the workspace look like **tomorrow**?



Behaviour

- Support for full mobility
- Mitigation of noise levels
- Efficient desk and space utilisation

Environment

- Combination of private and shared work areas
- Lower real estate costs through better utilisation
- Improved convenience and flexibility of space



Meetings

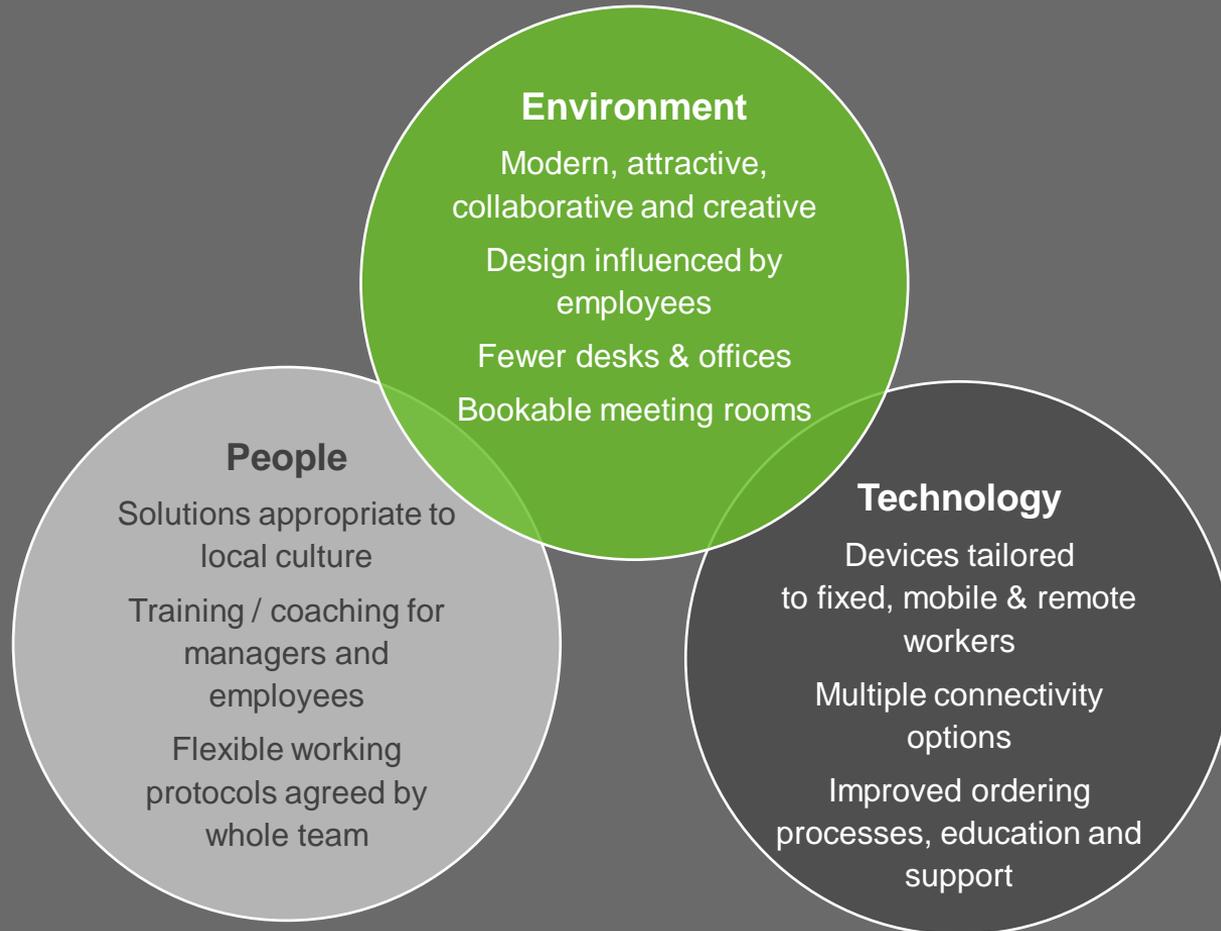
- Improved design of existing spaces
- More efficient booking and usage practices
- Additional [and better] enclosed and open spaces



Collaboration

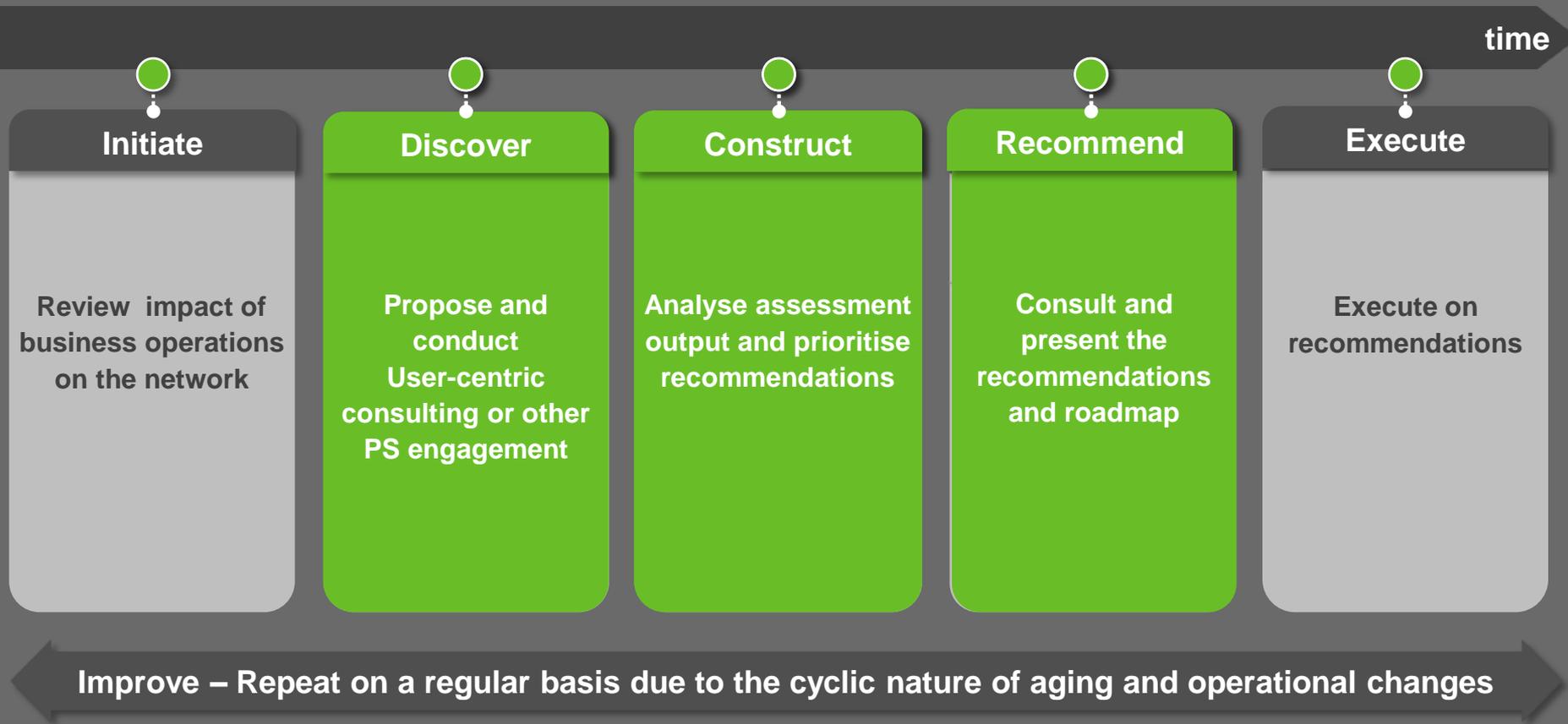
- Culture of collaboration
- Collaboration tools to suit all ways of working
- Better information access and management

What Workspaces for Tomorrow will offer

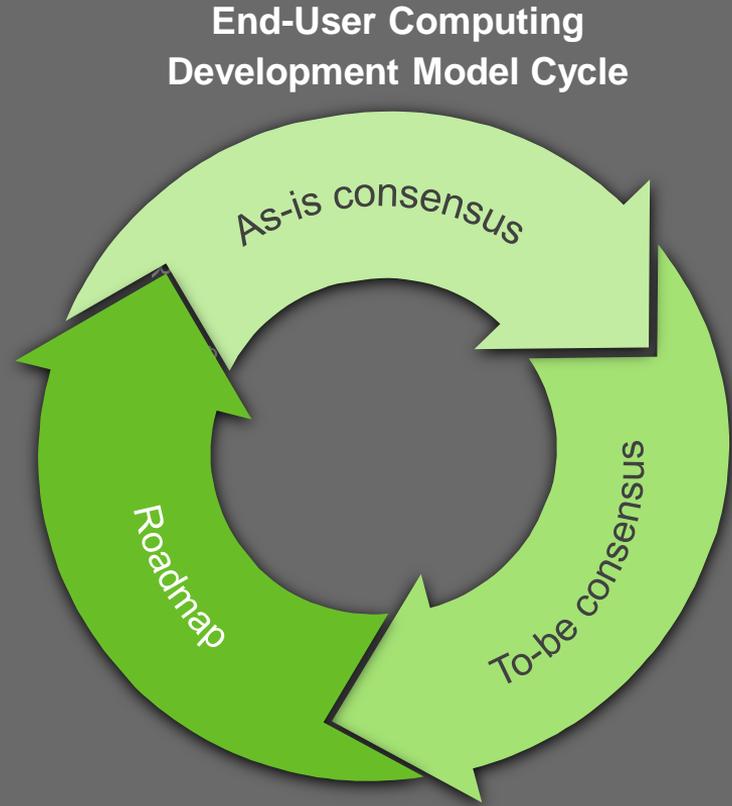
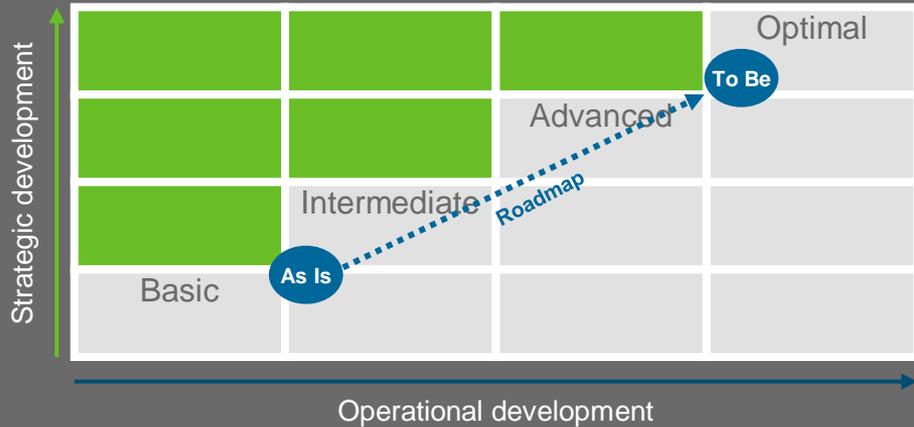


- ✓ Employees given a **choice of** where and **how they work**
- ✓ Investment in **modern, collaborative office** space
- ✓ Technology that **enables** employees to **work** in their **office**, elsewhere on campus, or **remotely**

Our approach to user-centric platform starts with understanding current business problems and desired business outcomes



End-User Computing Development Model (EUCDM)



- The EUCDM is a consultative engagement that helps clients understand their current end-user computing maturity, what their future need is – and how to get there
- Targeted at senior level business and technical stakeholders involved in development & implementation of the next generation ICT infrastructure
- Interactive session based on a structured set of questions run in a workshop format with a senior consultant facilitator

Key areas to focus on to build rapid maturity

End-User Computing Maturity Level

End-User Computing Maturity Level

Optimal
Advanced
Intermediate
Basic

Users

Applications

Operational
Excellence

Devices

Infrastructure

Security

User Experience
User Segmentation
User Adoption
User Data & Settings

Corporate Social
Communications
Productivity
Workspace Mgmt
Desktop/Laptop Software

Business Enablement
Device Delivery & Maintenance
IT Services Operations
Workflow Automation

Device Management
Device Support
Device Strategy

Network Architecture
Servers
Cloud
Performance Management

Policy Controls
Identity Access
Data

Scored Questions and Answers

Develop score for as-is and to-be states

The **End-User Computing Development Model** report provides practical and actionable data

Executive summary



Engagement
overview



Findings



Recommendations



Benefits of the End-User Computing Development Model



EUC overview, terminology, approaches, industry bodies, standards, etc.

Education



Impact of EUC on organisation and strategy, infrastructure and operations

Analysis



Review client maturity from an 'as-is and 'to-be' perspective

Maturity



Identify places to start with EUC, how to plan for EUC, key internal actions on skills, partnerships

Recommendations

Conclusion

User-centric solutions like WFT will enable organisations to provide the **freedom of choice for their workforce** as their offerings mature

Dimension Data has tremendous **depth of skill in communications, networking, security** and ICT operations, in addition to **deep multivendor relationships**



User-centric computing is a **growing trend** in organisations that will **significantly change the workplace and working styles**

A **structured approach** to understanding WFT and how it will impact the organisation is the best **pragmatic starting point**

Our **End-User Computing Development Model** provides clients with quick and actionable results and is the first step in developing their **plan for rapid improved maturity**

**dimension
data** 

**Are you ready to
begin the journey?**