



# 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

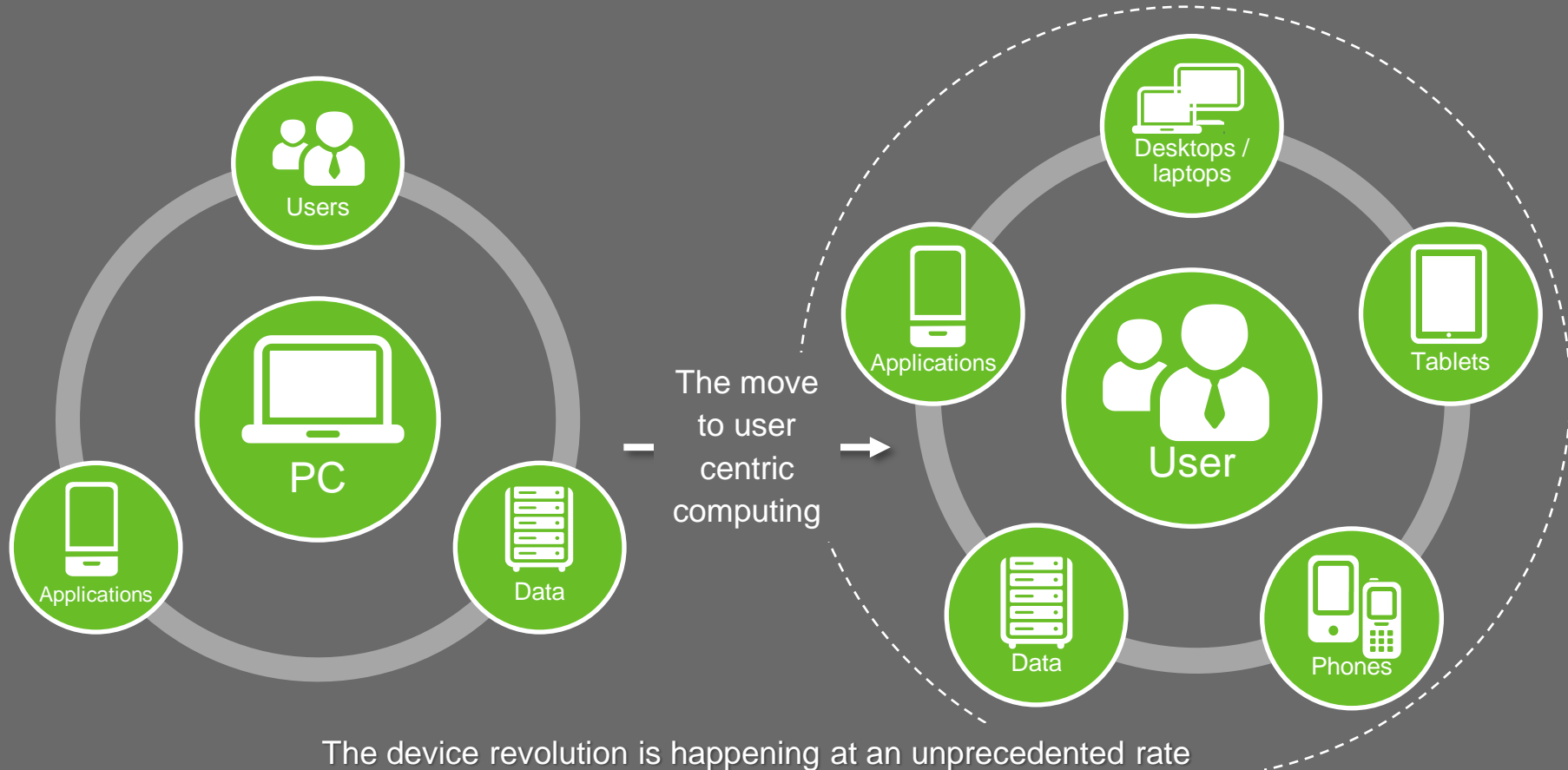


The next generation  
of workers



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

from desktop computing to user-centric computing



# Why being user centric matters...

## Employee Productivity



Reduced absenteeism,  
improved personal  
performance, enhanced  
team-working

## Cost Savings



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

## Staff Retention



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

## Personal Work-Life



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



## Cloud services

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



## Data

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



## Internet of Things

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



## End-user Computing Development Model

Consultative approach to building an end-user computing roadmap



## Security

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



## 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



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

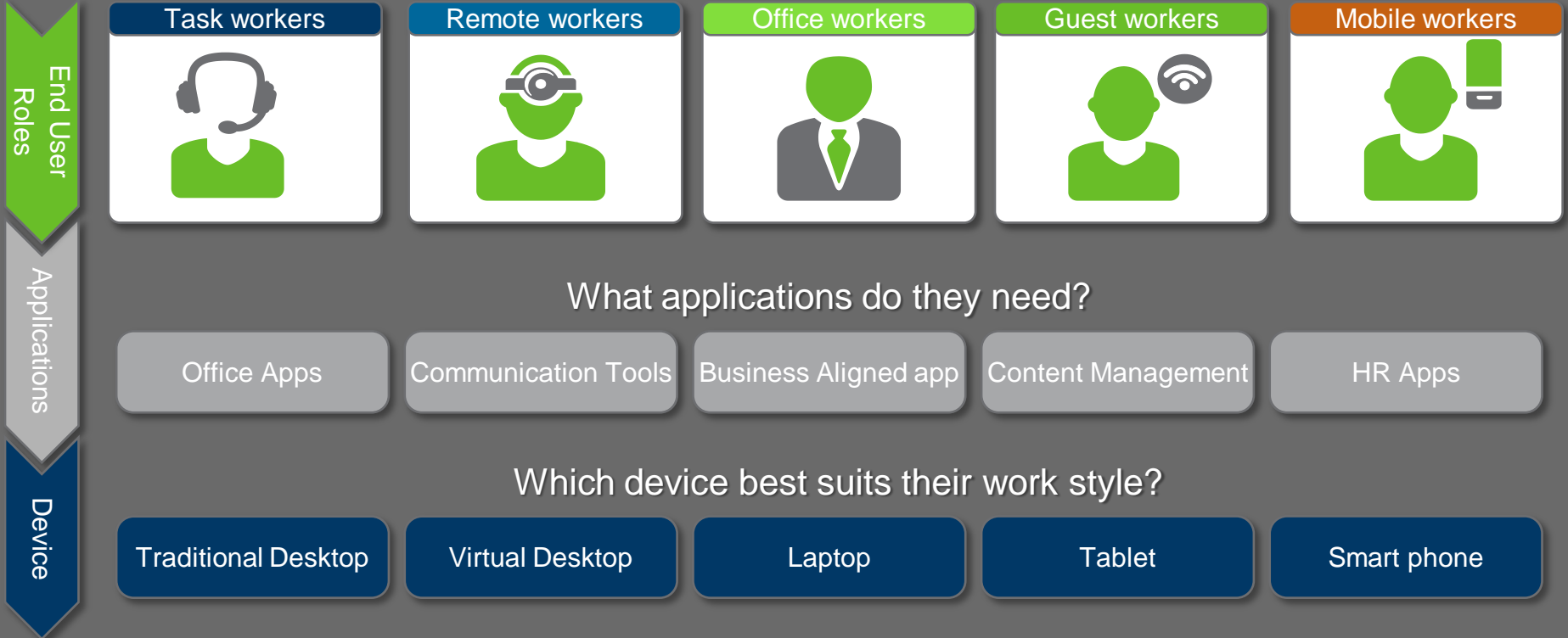
From 71% to 81%

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



### 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



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## 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



### Desired Future Devices



Business Continuity

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## 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.

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### Current Devices



### Desired Future Devices



Business Continuity

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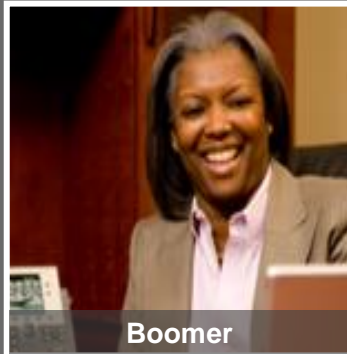
External Mobility

# 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



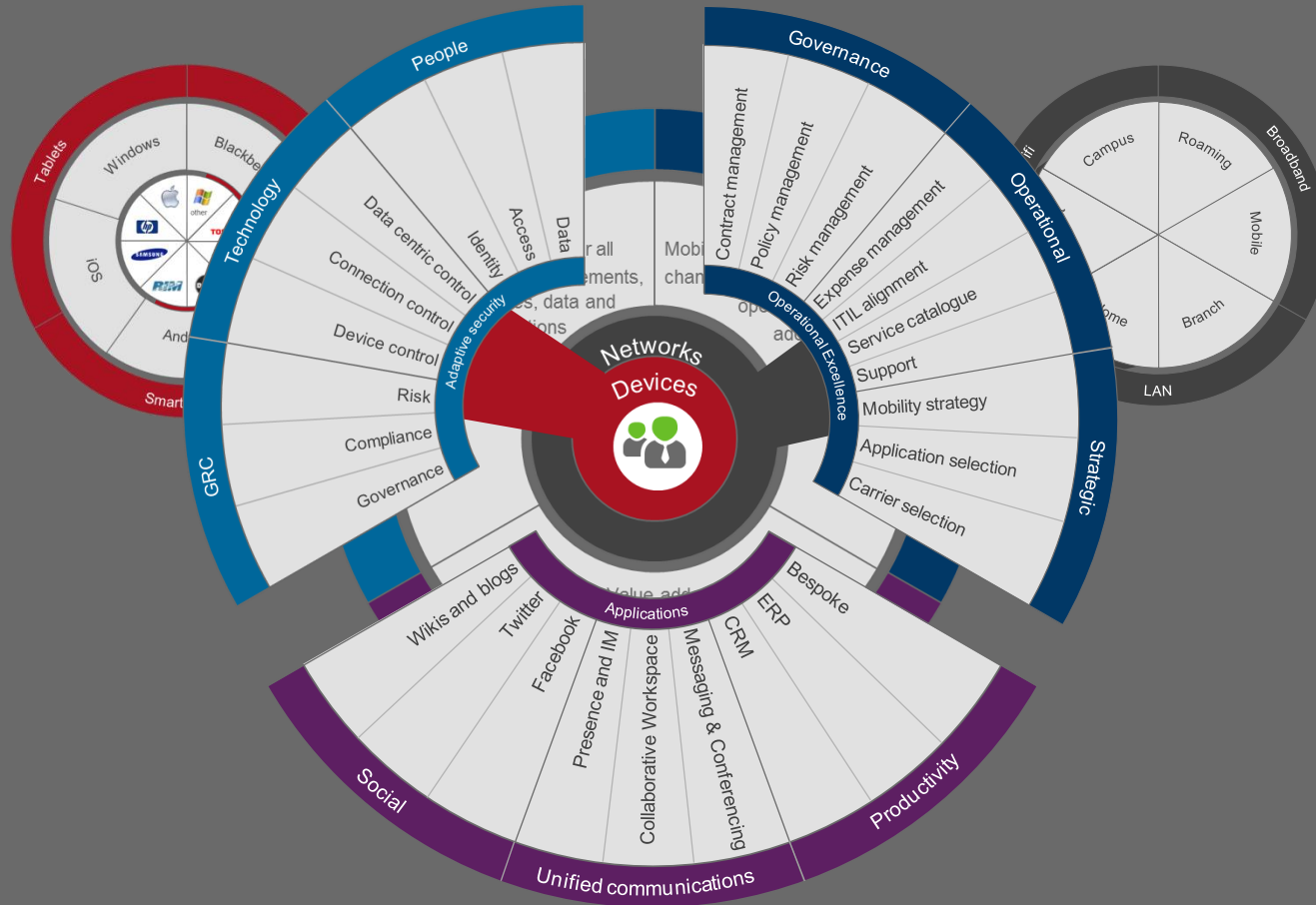
**value proposition:**  
*user-centric platform for smart devices & next-gen PCs*

**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



**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

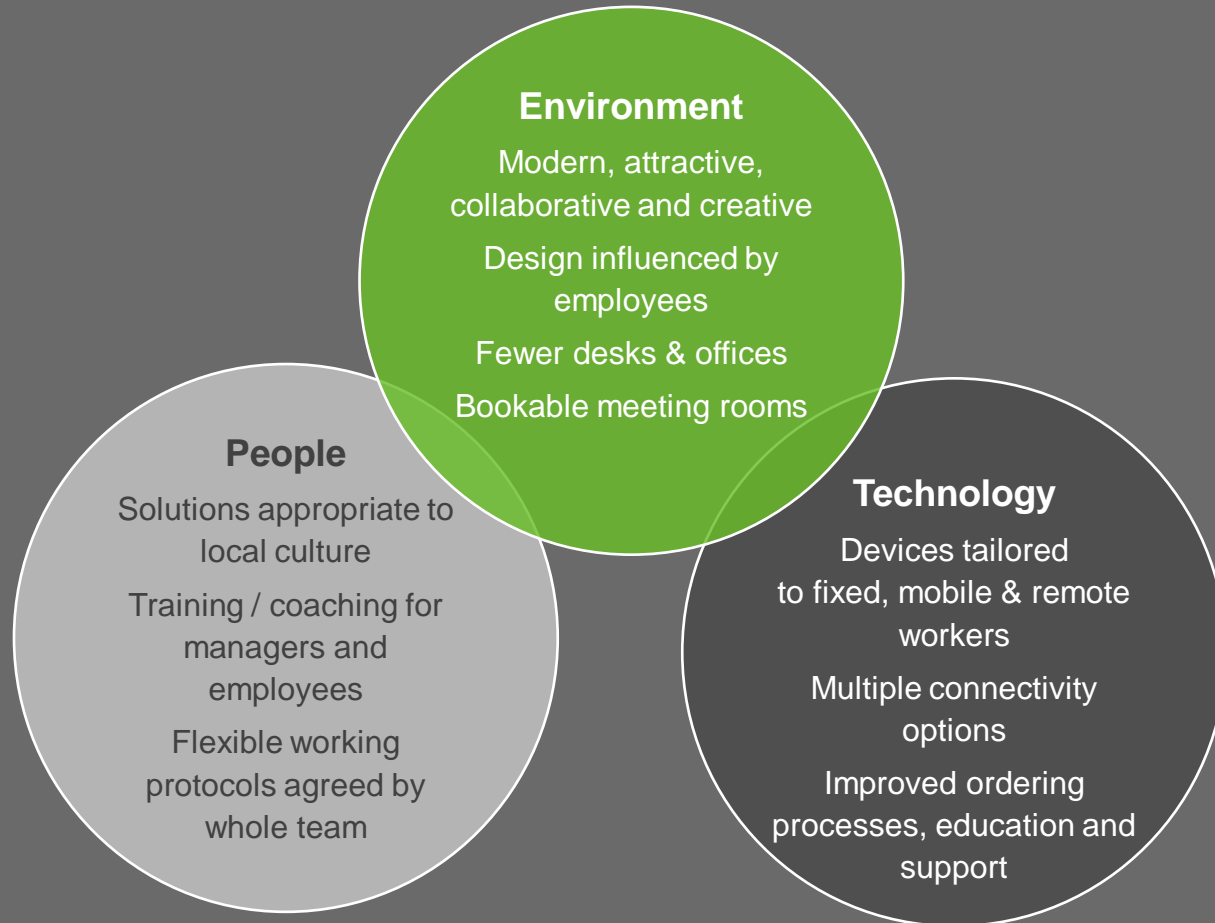
- Improved design of existing spaces
- More efficient booking and usage practices
- Additional [and better] enclosed and open spaces



## Collaboration

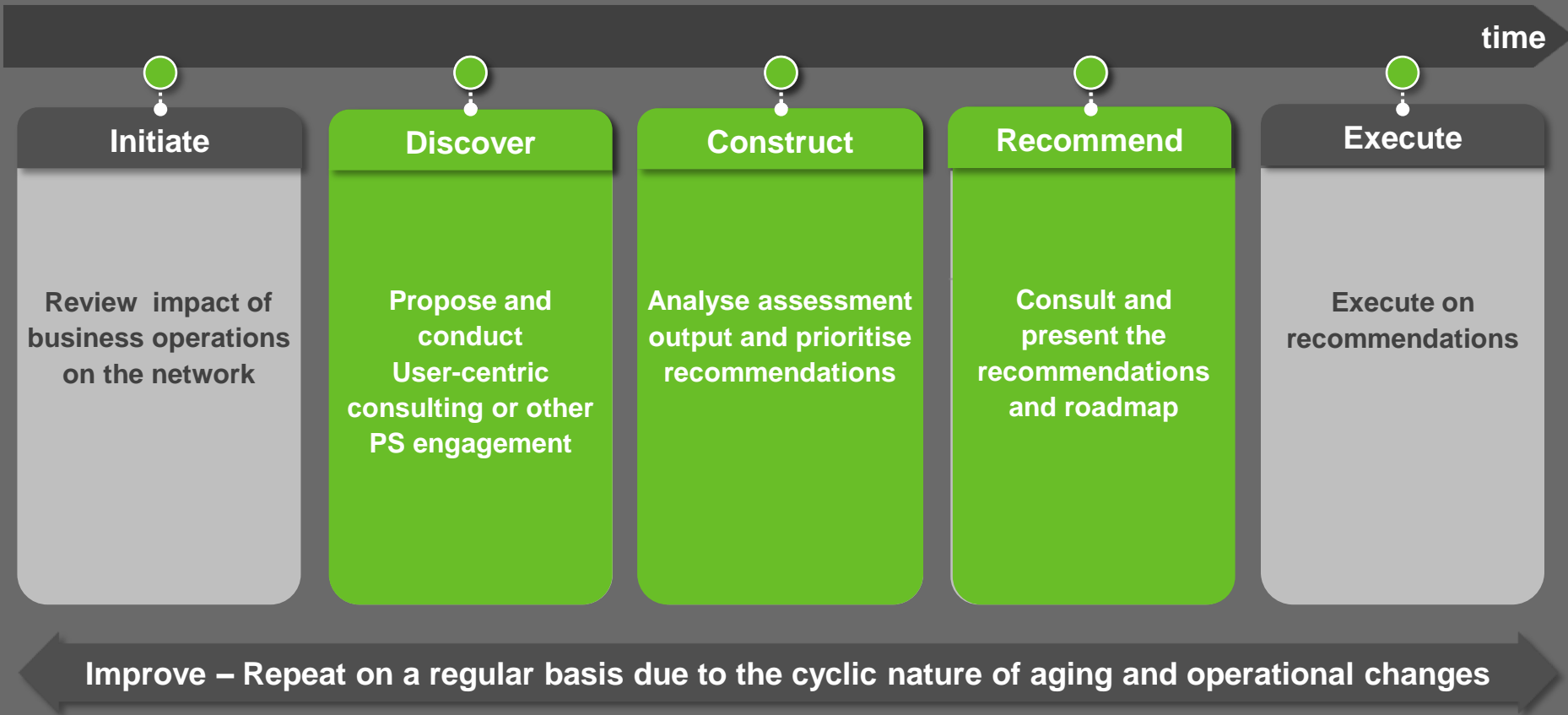
- Culture of collaboration
- Collaboration tools to suit all ways of working
- Better information access and management

# What Workspaces for Tomorrow will offer

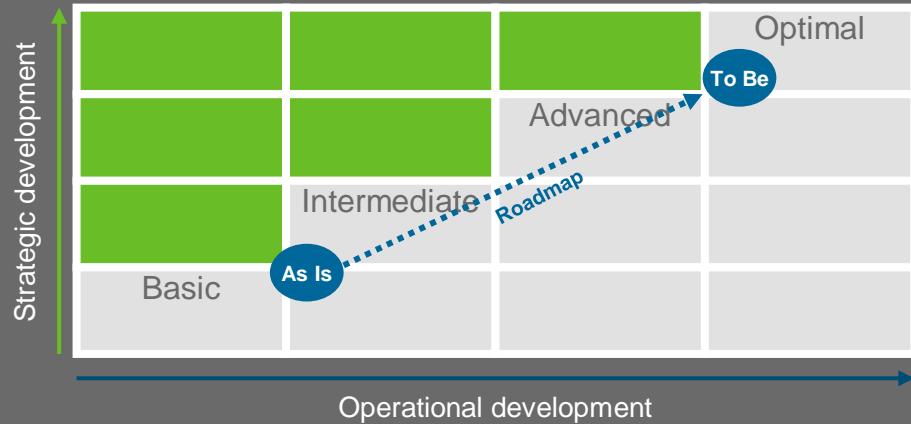


- ✓ Employees given a **choice of** where and **how they work**
- ✓ Investment in **modern, collaborative office** space
- ✓ Technology that **enables** employees to **work** in their **office**, elsewhere on campus, or **remotely**

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

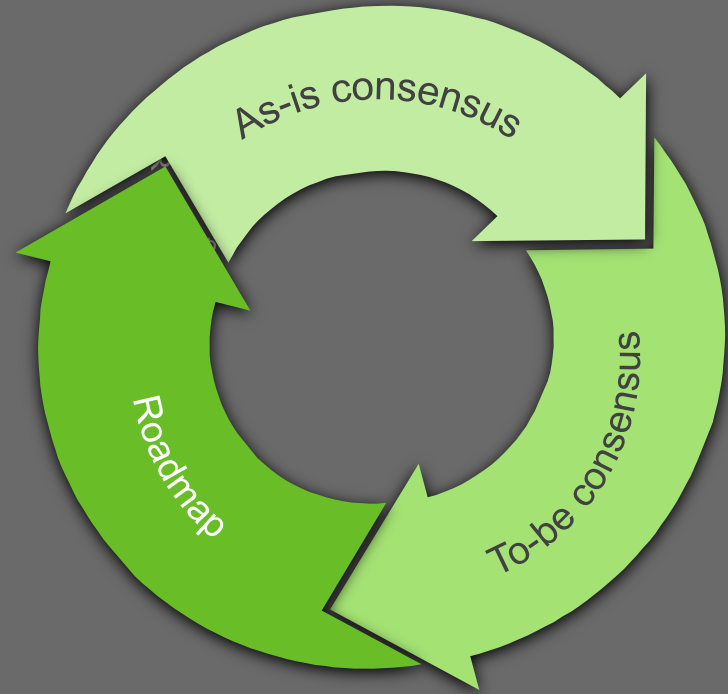


# End-User Computing Development Model (EUCDM)



- 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

## End-User Computing Development Model Cycle



# 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**



Are you ready to  
begin the journey?