

FINDING LOST, STOLEN OR UNDERUTILIZED DEVICES: REAL-TIME INTELLIGENCE WITH ELEM EZTM

Lost, Stolen, Underutilized Devices Use Case

The most recent industry research on enterprise mobility highlights how critical mobility is running almost every aspect of a business today, from warehouse workers, to front-line employees servicing customers. Because of this, mobile devices are the critical link to accessing data and ensuring workers can perform their jobs effectively.

It's therefore surprising to see how many devices are lost, stolen or underutilized inside enterprises today. It's not because of empathy on behalf of those in charge of mobility, it's due to a lack of tools which allow them to isolate this problem.

B2M's experience in this area is that on average, enterprises have about 2-10% of their devices either not being used on a regular basis, or simply disappearing from the enterprise's control.

The cost impacts on this include an increase in the number of replacement devices which must be purchased (and repurchased) on an annual basis, and the costs of configuring each device and deploying each device as needed.

Additional costs include potential security risks for lost and stolen devices, where these devices are exploited, and sensitive information accessed. According to the 2018 Mobile Security Index report issued by Verizon, only 47% of companies surveyed said they use device encryption, fewer than one in three use mobile endpoint security and only 31% of companies are using MDM / EMM.

Being able to quickly spot devices that are no longer in service / communication and have therefore potentially been lost or stolen is a critical tool for enterprise mobility management.

Finding devices that are underutilized allows those managing mobility to reclaim these assets and redistribute them as needed instead of purchasing additional mobile devices.

Business Challenges:

With device acquisition costs making up around 20% of the True Cost of OwnershipTM for Mobility over a five-year period, it's critical that we ensure all devices are accounted for to minimize replacement cost, and prevent potential security breaches. Challenges include:

- **A Lack of Real-Time Analytics** from MDM / EMM solutions to highlight these issues and allow for proactive management of mobile assets.
- **A Lack of an Asset Management System** which tracks devices in-use, devices which are underutilized, information by carriers and other critical information to properly account for and track each device deployed.
- **An Inability to Match Asset Data from Multiple Sources** and create a holistic view of enterprise mobility. Because there has historically been a number of very limited data sets available from MDM / EMM, TEMS and mobile operators, the only way to try and create a consolidated view on asset health required a manual, time-consuming effort usually with very-dated results when completed.
- **Rising Total Cost of Ownership of Mobility** due to a lack of visibility and real-time analytics to proactively spot issues and prevent costs.
- **Spot Devices in New Locations** as assets move without authorization from one manufacturing facility to another, or one retail store to another or otherwise are moved by end-users.

Elemenz allows for the tracking of mobile devices in real-time and can report on devices no longer being seen by the network. Elemenz also highlights devices which are online, but not active or being used, or devices which are missing SIM cards, or devices which otherwise are not providing the results intended by placing mobility in the hands of a worker.

Summary

The ability to proactively monitor and understand the health and status of devices is critical as these devices are now the gateway to corporate workflows, information and ultimately revenue / profits.

Lost, stolen and underutilized devices can raise the True Cost of Ownership™ by 2-10% per year. Elemenz helps you get control over that spend.

Elemenz provides the critical visibility required for real-time asset management and an understanding of device status and health.

With this information, those in charge of mobility can quickly spot underutilized devices as well as devices which may be lost or stolen in order to take prompt, proactive action to prevent additional costs.

Get in Touch

Contact us today to dramatically change how you manage mobility.

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Elemenz Solutions:

Elemenz meets the challenges shown above by allowing users to:

- ✓ **Create a Real-Time Asset Management** solution which shows the status and health of all mobile devices in real-time regardless of manufacturer.
- ✓ **Spot Underutilized Devices** and recover or fix these assets instead of continuously buying more devices.
- ✓ **Spot Devices Which are Lost or Stolen** within the first hours they go missing, hopefully increasing the odds of recovery and ensuring quick time to securely lock or wipe the device.
- ✓ **Easily Integrate Device Data with Third-Party Data** using Elemenz Synergy and our APIs to create rich datasets in PowerBI, Excel and other API-capable tools.
- ✓ **Lower the True Cost of Ownership™ of Mobility** by 2-10% through better visibility and control of physical devices.

Economic Benefits:

B2M can lower the True Cost of Ownership™ of Mobility by:

- **Lower the True Cost of Ownership™ of Mobility by 2-10%** through better visibility and control of physical devices.
- **Eliminate Expensive** security risks by better managing assets in real-time.

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