USECASE

MANAGING DEVICE REFRESHES: REAL-TIME INTELLIGENCE WITH ELEMEZ™

Managing Device Refreshes Use Case

Replacing enterprise mobile devices with the latest technology is a common request from end-users and those responsible for mobile apps. While the premise for why a technology refresh makes business sense due to improved performance, technology end-of-life, or other valid reasons, the reality is that a refresh can be a painful experience for those tasked with actually handling the refresh cycle.

One of the most common challenges with any technology refresh cycle is how to best test the new devices to ensure that legacy applications continue to perform as expected. Any new applications must meet the specifications which may have mandated the change in the first place.

A second challenge is end-users blaming the new device post-deployment for any issues on mobility such as dropped network connections, slow performance or battery life.

Too often, the perception is that the new technology is not performing as well as the old, or not achieving the desire results that supported the business case to make the change.

In many cases it's the device manufacturer that's left shouldering the blame with no real means of defending themselves, while everyone is blaming the new device for a variety of problems.

To date, there have not been elegant solutions for how to manage through this. MDM / EMM solutions do not provide the deep and real-time visibility required to understand how these new devices are really performing. In addition, there has not been an easy to way to set benchmark performance data before the upgrade to compare to performance data after the upgrade.

The result is that end-users are often asking for the latest technology for valid reasons, while those tasked with managing the upgrade resisting change at all costs.

Business Challenges:

As consumers, we've become accustomed to upgrading our personal mobile devices every two years or so, and this has entered into the enterprise, with refresh cycles accelerating to take advantage of the latest in mobile technology.

For most groups tasked with managing the introduction of new mobile devices, however, the challenges with doing so include:

- **True Cost of Ownership™** shows that the device acquisition costs are only ~ 20% of the True Cost of Ownership™ with the remainder largely spent on supporting end-users with any faults or issues they have. To manage change, it's critical to have real-time systems to alert to any issues with the new devices as soon as they occur.
- **Increase in Perceived Problems and Help Desk Calls** always occurs with the introduction of new devices in the enterprise. This can result in an increase in help-desk calls and traffic which can easily overrun traditional help desk operations struggling to keep up with normal demands from mobile workers.
- **Proving the Business Case** for new devices can be difficult without empirical results showing how the performance of these new devices meets or exceeds expectations for reliability and performance against existing devices.

Summary

The business case for most device refreshes calls for improved performance and stability with new devices replacing devices which due to their age are seeing more failures and slower performance. Proving that business case, however, has traditionally been almost impossible to do.

Elemez supports the underlying premise with most device refreshes that the new devices will be more stable, with better performance thus saving money. Elemez provides the facts needed to prove this case.

By using Elemez first to establish baseline performance on existing devices before a change is made and benchmark the number of faults weekly and underlying causes, we can then compare to the performance of new devices being deployed with Elemez installed and prove the business case.

Additionally, Elemez' ability to help control the True Cost of Ownership™ is critical since any technology refresh invariably increases the volume of help desk calls as end-users adjust to the "new new".

Get in Touch

Contact us today to dramatically change how you manage mobility.

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Elemez Solutions:

Elemez meets the challenges shown above by allowing users to:

- ✔ **Develop a Change Management Plan** which includes installing Elemez on existing and new devices.
- ✔ **Baseline Performance of Existing Devices** before the change, to look at how stable these devices are, battery performance and other key metrics.
- ✔ **Compare Performance of New Devices** by allowing installing Elemez on every new device and comparing performance based on the baseline performance of existing devices.
- ✔ **Spot Any Issues in Real-Time** as the deployment is ongoing, to ensure outages are minimized by being Proactive, Preventive and even Predictive.
- ✔ **Provide Real-time Insights to Help Desk Personnel** to help troubleshoot any end-user calls, and easily determine if problems exist and why. The ability to have all relevant information immediately available also lowers call-handling time during the peak period post-deployment of new devices.

Economic Benefits:

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

- **Proactively Spot any Issues** with new devices in order to limit exposure to other users before issues become widespread and costly.
- **Highlight the "Soft Cost" Savings with the New Devices** by comparing the performance and faults of new devices versus old devices. The business case for the new devices likely included better battery performance, less faults for the user and other metrics traditionally hard to capture, but easily summarized with Elemez.

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