

MOBILE APP CHANGE MANAGEMENT: REAL-TIME INTELLIGENCE WITH ELEMEZ™

Application Change Management Use Case

Most enterprise mobility departments and the managed service providers who support them have a well-defined process for how to update or introduce applications to their installed base of mobile devices.

MDM / EMM solutions have long provided Mobile Application Management solutions, as have some of the OEMs themselves with the ability to provide updates via private application stores or the equivalent.

The challenges for the enterprise lie in how to manage the inevitable problems which arise post-deployment that can often cause a huge rise in the True Cost of Mobility™ for enterprise customers.

Today, post-deployment management of any issues introduced as a result of a new or changed app is still largely reactive. In other words, we react to problems by having end-users call in to open trouble tickets, report issues, and use support staff to isolate and fix the problems.

The result is a high "soft" cost of mobility as users are often unable to use their mobile device to do their job while problems are sorted and fixed. Since the number of workers affected by a software bug can be large, the resulting costs can be severe for the enterprise.

With Elemez, those in charge of mobility have a best-in-class tool for managing these changes. Elemez' real-time views on device health allows operations teams to quickly see if app changes have resulted in stability issues. By proactively spotting problems, they can respond quickly and prevent widespread outages.

This "black box" testing view of all mobile devices supports change management procedures where a subset of all devices is updated, and proactively monitored for adverse behavior and stability. Once stability is confirmed, all other devices can be safely upgraded.

Business Challenges:

With the widespread adoption of third-party and custom software applications on mobile devices, the challenges with managing these applications goes far beyond what most MDM / EMM tools provide:

- **Application Health** and the ability to spot in real-time devices that are having issues due to changes made with applications.
- **Mobile Application Usage and Performance**, including the ability to spot applications that are responsible for high battery discharge and other performance areas which are outside of normal behavior.
- **Disruptions** such as reboots (system, user-initiated) and other disrupting events which can signal something amiss in the health of that device versus normal behavior, and lead to troubleshooting using a wealth of data available through Elemez.
- **Connectivity** and overall data usage to spot any regularly-recurring incidents or devices which for some reason are using an abnormally high amount of data, potentially signifying additional trouble or misuse.
- **Controlling the True Cost of Mobility**, which is highly impacted by faults on mobile devices, and lost productivity of workers who depend on mobility to do their job.
- **Better Control Over App Changes**, by proactively spotting any issues before end-users are affected.

Summary

Application complexity is a key cause of instability for end-users of enterprise mobile devices. With most enterprises now including mobility into all major workflows, applications and enhancements to application become a regular managed event within the enterprise. With 'Continuous Integration, Continuous Deployment', the volume and pace of these changes will increase.

The challenges lie in how to best support application changes which invariably create bugs and instability for users. As pointed out elsewhere, end-users experiencing faults can cause 80%+ or more of the True Cost of Ownership™ for mobility.

Elemenz provides real-time visibility to be proactive as changes are made to applications across the mobile estate. In real-time, device health can be monitored as app changes are made, and actions can be taken immediately to resolve any issues before end-users are affected.

Elemenz provides a **real-time** view into the impact that changes in mobile applications are having across the mobile estate.

The result is a real-time view of application health and device health, and the ability to quickly catch any bugs introduced to the field to ensure application changes to not cause major, and costly, disruptions.

Get in Touch

Contact us today to dramatically change how you manage mobility.

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Elemenz Solutions:

Elemenz Synergy meets the challenges shown above by allowing users to:

- ✓ **Proactively Monitor** the real-time health of all devices as changes are made.
- ✓ **Spot Problems as They are Introduced With App Changes.** Excel™ is a well-understood tool, and likely already being used for data-gathering and reporting.
- ✓ **Introduce Changes to a Subset of Devices** to ensure proper regression testing before rolling out changes to a broader base. With Elemenz, we can gain critical insights to this subset of devices in real-time and quickly ascertain health of devices post-change.
- ✓ **Eliminate Dependence on End-Users** to determine the impact of application changes. Instead of waiting for trouble tickets to alert us to problems, users can spot problems in real-time by proactively monitoring the health of the devices and applications.
- ✓ **Speed up Time to Introduce Application Updates** by creating a change management process which can quickly ascertain health of devices post-change.

Economic Benefits:

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

- **Providing Real-Time Analysis** of device and application health to spot negative impact of application changes.
- **Lessen the Time Workers are Negatively Affected by Bugs** by proactively spotting and preventing outages for users.
- **Improve Uptime of Devices and Workers** able to leverage the power of mobile applications to streamline business workflows.

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