CORE

**TRANSFORMING BUSINESS
THROUGH TECHNOLOGY**

MOBILE WORKING
COMES OF AGE

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Will the Coronavirus lockdown signal a sea of change in working practices? If so, companies can be reassured that a move to mobile-first working can be achieved securely and with the support of employees if approached in the right way. These opportunities are not lost on CIOs who indicate a widespread belief that technology will transform their business more than any other global trend[1].

Many companies will have experienced the limits of their remote-working operations during the sudden and unprecedented move to home working in the face of the Coronavirus threat. Some will be suitably pleased at the resilience of their systems, others will be reviewing the status quo.

If you're in the latter camp, let me offer a few words of advice, and reassurance. First, it's important to stress the need to understand the preferences of your employees before you move forward with a solution. Without their support, you risk the smooth implementation

Rye Austin, Chief Commercial Officer for Core, has had a successful career spanning both IT development, pre-sales, sales and sales leadership roles, during which time he has developed a strong coaching and mentoring methodology which has enabled him to create the right culture for success.

Rye's ethos is to drive transformation, applying particular focus to identifying, and bringing to market, the technology that will meet the strategic needs of service users and truly make a difference to the user experience, improve efficiencies and simplify processes.

[1.] Deloitte 2018 CIO Survey and 2018 Gartner CIO report

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of your entire vision. Even something as simple as replacing desk phones with headsets can cause considerable disquiet if not handled properly. Second, increased mobility doesn't need to mean increased security risks.

The flexibility built into IT systems and sophisticated security solutions that are now readily available to companies of every size mean that fully mobile solutions can be implemented to accommodate a low friction experience for employees and maintain complete safety of your data.

CHOICE OF LAPTOP OR TABLET SHOWED 80:20 SPLIT IN DIT IMPLEMENTATION

When we introduced a cloud-based solution for The Department for International Trade formally (UKTI), the aim was to create a mobile operation for teams who are out and about all the time but were still relying on fixed position desktops. The new mobile solution needed to work anywhere in the world and maintain security integrity at all times.

As part of the transformation, desktops were replaced by laptops or tablets, depending on user preferences. We saw a split of 80:20 in favour of laptops over tablets. Once the first phase had been successfully implemented, the roll out moved to 1,100 staff working across more than 100 countries. At this stage, we also looked at the introduction of Smart phones which had been identified as offering real advantages for staff.

The messages to take from this example are that it is quite possible to meet different user preferences while delivering a secure environment that meets extremely stringent requirements. Equally, as user preferences develop, new devices – such as mobile phones - can be safely included in the mix.

ASK THE RIGHT QUESTIONS

It's almost counterintuitive, but to successfully implement a new vision, you need to have a very clear understanding of what is happening in your organisation right now at the level of teams and individuals. By asking employees how they work, how they want to work and what's important to them, you can identify where processes need to be rolled out and make the right decisions about new tools.

Don't forget too that expenditure on these tools can influence productivity gains. If you're making a commitment to mobile working but seek to save costs by choosing devices that are not fully mobile, your savings may compare poorly against the lost productivity and damage to staff morale.

As mentioned above, there has been an interesting shift in how mobile phones are used in the working environment too. The share of productive time spent on phones is increasing – during meetings and on public transport. They should be viewed as a first-class device, one and the same with other devices, so the way people work with them needs to be just as effective.

SECURITY IS A REAL PULSE IN BUSINESS AND INDUSTRY

It's a short jump from the addition of mobile phones into the mix to the question of security. Traditionally mobiles have been seen higher risk devices. That view is changing along with the entire question of end point security. Now multi-layered solutions are available to meet a full range of risk profiles.

At Core, our position as a Microsoft Gold Partner and our work for organisations including the UK

Government and National Health Service give us a view both from the user perspective and tech provider as to how to secure the modern workplace. By combining these angles, we can create a security landscape that is proven across various devices and can be configured to meet the strictest governance and compliance needs of any business or industry, and which follows Microsoft best practice. Security is woven through the solutions we take to customers and is based on an end-to-end view of all possible threats across data, emails, viruses and the risk to the estate.

Interestingly, people often assume lost data is as a result of outsiders accessing the system. In fact, the reality is more often laptops left on trains, mislaid USB sticks, or misaddressed emails, not to mention disgruntled former staff. All these eventualities can be mitigated through data encryption and control. What that means in practice is that it is possible to revoke user access, so you are always in control of your data.

TAKEAWAY FOR SUCCESSFUL TRANSFORMATIONS

It's vital in successful transformations to provide a consistently excellent user experience across every touchpoint and the right levels of support and security for your teams. You can do this by listening, understanding and training while providing your teams with the luxury of choice.

You'll recognise success when your teams start clamouring for access to the new systems!

FAST TRACK TO SUCCESS WITH AN EXPERIENCED PARTNER

For nearly 30 years, Core has been working with organisations to successfully implement transformative digital technologies which deliver defined business outcomes.

We know that employee resistance is a major barrier to project success, so we place people at the heart of change with our technology enablement and customer success services. These are tailored to your specific business objectives and unique operating environment. They help drive acceptance, engagement and use of Microsoft technologies.

By engaging users early, understanding their roles and pinpointing their needs, Core can demonstrate value to them and you, and help develop a culture of acceptance before a single piece of technology is deployed.

At Core, we help you define your technology roadmap to support change and modernisation initiatives in your organisation, ensuring you maximise your investments and develop a roadmap for the future.

Our Technology Enablement services are designed to maximise user acceptance, engagement, and ultimately, the utilisation of the technology to realise business value.

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