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Reinventing Enterprise Mobility Management Through Hyperautomation

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01 Reinventing Enterprise Mobility Management Through Hyperautomation

Mobile devices are essential productivity tools that transform and accelerate the way employees work. Knowledge workers rely on mobile devices to stay connected with customers, staff, and suppliers. Frontline workers utilize mobile devices to perform their day-to-day activities, deliver mission-critical information, access essential systems, and streamline operations.

Ultimately, mobile devices enable workers to be more accessible, responsive, engaged, informed, and productive. An organization benefits when this occurs: Competitive advantage, improved customer experience, increased revenue, and reduced costs contribute to high-value returns.

02 Mobility Management Inefficiency: A Troubling Reality

There's no debate over the benefits mobile devices afford knowledge and frontline workers and the organizations that employ them – the efficiency and productivity gains are measurable. Increased adoption of mobile devices over the past several years to support more workers with new and evolving use cases proves that organizations believe in the benefits of mobility. Unfortunately, most enterprise mobility management practices are outdated and highly inefficient.

Programs designed to support the mobile device needs of the workforce are weighed down with high-touch, manual processes that lack lifecycle continuity. Siloed workflows, systems, and teams are common. Backend finance, HR, and end-user support systems need seamless integration. The inefficiencies of antiquated mobility management practices are in stark contrast to the efficiency gains these devices enable.

Beyond the irony, Enterprise Mobility Management inefficiencies elevate performance risk.

Mobility management programs reliant on swivel chair Processes will:

- Introduce process delays caused by manual effort
- Suffer human errors that require rework effort
- Frustrate end users seeking disposition and status updates
- Shift activation and support efforts to workers
- Lead to potential security issues
- Be operationally inefficient and increase the total cost of ownership for the organization

High-touch enterprise mobility management practices also impact workers and the organization.

Knowledge and frontline workers are susceptible to:

- Performance inefficiency caused by device downtime
- Fatigue and end-user frustration caused by poor onboarding processes, manual device enrollment, arduous repair and replace workflow, and tedious device end-of-life/upgrade actions

Organizations are susceptible to:

- Productivity losses when devices aren't operating at peak efficiency or able to be replaced quickly in the case of an incident
- Ineffective use of valuable enterprise mobility management datasets that inform better business decisions

03 The New Standard of Performance

The problem is clear – inefficiency increases risk. The solution is equally clear – automating and activating mobility's true potential effectively and efficiently. But how? Hyperautomation and intelligent workflows provide the keys to unlocking the answer.

Hyperautomation = Zero Touch Workflows + Total program Context

Mobility Management Workflows

Transforming high-touch enterprise mobility management into an efficient, zero-touch program requires a workflow automation platform and a scoped application that unifies all processes into a cohesive program.

Enterprise Mobility Management Lifecycle Processes

Order	▪ Device & Plan Catalog ▪ Employee Eligibility Policy ▪ Order Carrier Services & Devices
Configure & Customize	▪ Device Configuration ▪ Accessories & Peripherals
Deploy & Enroll	▪ Deliver Device to User ▪ Assign Device Profile ▪ EMM / UEM Enrollment ▪ Support COBO / COPE and BYOD
Manage & Secure	▪ Security Policy ▪ Locate / Lock / Wipe ▪ Enable Carrier MACD (Move, Activate, Change, Deactivate)
Support & Repair	▪ User Support ▪ Warranty / Accidental Damage from Handling Claims ▪ Spares / Advanced Exchange ▪ Proactively Identifying Issues
Exchange & Dispose	▪ EMM / UEM Unenrollment ▪ Buyback & Recycling ▪ Data Wipe / Credential & Account Lock Removal / Carrier Account Deactivation ▪ ESG Compliant Disposal and Associated Reporting Metrics

When these processes are fully automated, enterprise mobility management efficiency increases, employee process friction is reduced, and organizational risk is minimized. Seamless integration with backend finance, HR, and end user support systems and workflow automation also improves the ability to distill context from datasets associated with the entire program. This context can be leveraged to optimize program performance and improve user productivity. Data, across all systems in an enterprise's environment, is only valuable based the ability to act on it.

Mobility Management Context

Context informs intelligent enterprise mobility lifecycle management and enables a proactive management posture. For example, consider lost or stolen device response. A typical workflow requires a user to notify the support desk of the event. A technician triggers a lock/wipe event from the EMM or UEM platform and initiates carrier SIM deactivation through a carrier portal. Then, the user orders a replacement device (a spare, refurbished, or new device depending on business rules for replacing lost or stolen devices) and awaits receipt of the replacement device.

Automation plus context creates a new, more informed user experience. When a user experiences a lost or stolen device event, electronically initiating a single response that triggers device lock/wipe, SIM deactivation, and replacement ordering (interrogating spares and refurbished device inventory and/or new device) not only accelerates the event response, but it also reduces friction and errors created by nested manual processes reliant on people to make decisions and act. It also allows for an immediate response to events that could put data security at risk. Enabling an automated workflow to act on input from an end user takes away issues or coverage. Your level 1 help desk may be 24x7, but your carrier and UEM/EMM team are most likely 8x5, meaning response to an issue requiring EMM and carrier functionality may be delayed past the window of opportunity to respond.

Intelligent Enterprise Mobility Management

Process Scenario	Automation Benefits
Lost & Stolen Device Response	▪ Improve response time and increase likelihood of auditable device wipe or recovery ▪ Reduce user downtime ▪ Reduce the possibility of data leakage and/or nefarious expenses
EMM / UEM Enrollment & Unenrollment	▪ Reduce end user process frustration and increase compliance ▪ Improve policy compliance ▪ Reduce needless managed services costs and IT / Help Desk resource requirements
Break-Fix, Warranty & ADH Claims	▪ Automate process to accelerate completion ▪ Reduce user downtime ▪ Reduce No Fault Found (NFF) incidents
Buyback, Recycling & Disposal	▪ Improve buyback value and end user compliance ▪ Achieve ESG goals
Application & Wi-Fi Monitoring	▪ Optimize performance to improve user experience ▪ Leverage enterprise devices as IoT receivers and gateways (background operation) ▪ Reduce support calls and downtime
Battery Heath Monitoring	▪ Order and ship replacement batteries or devices before total failure ▪ Reduce user downtime

Program data is exponentially more valuable when context is applied and datasets are leveraged across all lifecycle processes.

03 The New Standard of Performance _cont

Employee Experience

Improving employee experience is a significant workforce trend. Organizations seek to differentiate themselves to attract and retain talent. Mobile devices play a role in that differentiation, and the way in which employees interact with the teams and systems delivering and supporting mobility is critical. When complex mobility management workflows are simplified into intuitive and frictionless steps, end users embrace the experience and positive differentiation is achieved. Likewise, reducing manual interactions required by the mobility management support staff eases frustration as they support end users. Establishing self-service experiences for orders, upgrades, and support improves disposition visibility and decreases process hand-offs that result in poor experiences.

Mergers, Acquisitions & Divestitures

An organization's mobile device landscape can be complex. Introduce mergers, acquisitions, and divestitures into the equation, and device visibility can diminish rapidly. Poor visibility impedes technical, financial, and operational control, which then degrades enterprise mobility management program performance and value. Device inventory discovery and reconciliation, and the ability to link that inventory to individual users, made possible with hyperautomation, reverses this visibility challenge, though. Establishing and maintaining line-of-sight visibility into the mobile device landscape before, after, and during change empowers organizations to remain efficient in all aspects of enterprise mobility management.

Regulatory Compliance

Mobile devices have the potential to transmit, receive, and store data. In addition to securing sensitive and confidential business information, many organizations are required to comply with data privacy laws and regulations such as HIPPA and GDPR. Mobile Compliance Archiving (complying with requirements to capture and store voice, SMS, and over-the-top application transactions according to legislative, regulatory, and business requirements) is another compliance example. As such, establishing a bulletproof regulatory compliance posture for mobile devices is advisable. EMM / UEM and compliance archiving platforms play a vital role in supporting compliance requirements. Streamlining the EMM / UEM enrollment and forcing compliance archiving reduces end-user process friction and increases compliance.

04 Conclusion

Hyperautomation activates a new level of enterprise mobility management performance. It neutralizes reliance on siloed and manual processes that are inefficient and error-prone. It integrates backend business systems for a unified program experience. It significantly increases cost savings. It addresses security concerns. And it improves end-user experiences and increases internal satisfaction. It's time to reinvent enterprise mobility management; zero touch management is the next standard for performance excellence.

05 About Samsung SDS America

Samsung SDS is the digital arm of the Samsung group and a global provider of cloud and digital transformation innovations. Samsung SDS delivers enterprise-grade solutions and services in cloud, secure mobility, analytics / AI, digital marketing and digital workspace. We enable our customers in government, financial services, healthcare, and other industries to drive business in a hyper-connected economy helping them to increase productivity, safeguard assets, and make smarter decisions.

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